



2023
City of Robinson, TX
Community Survey
Findings Report



ETC
INSTITUTE

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Executive Summary

City of Robinson, TX

2023 Community Survey

Executive Summary

Overview and Methodology

During the fall of 2023, ETC Institute administered a Community Survey on behalf of the City of Robinson. The purpose of the survey was to assess citizen satisfaction with the delivery of major city services, to help improve the quality of city services and to determine priorities for the community.

ETC Institute mailed a survey packet to a random sample of households in Robinson. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it online at *RobinsonSurvey.org*.

After the surveys were mailed, ETC Institute followed up with residents to encourage participation. To prevent people who were not residents of Robinson from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not included in the final database for this report.

The goal was to collect a minimum of 300 completed surveys from residents. The goal was met with 405 completed surveys collected. The overall results for the sample of 405 households have a precision of at least +/-5.4 at the 95% level of confidence.

This report contains the following:

- Charts showing the overall results of the survey (Section 2)
- Importance-Satisfaction (IS) analysis (Section 3)
- Benchmark charts comparing survey data to national results (Section 4)
- Tabular data showing the overall results for all questions on the survey (Section 5)
- Responses to open-ended questions (Section 6)
- A copy of the survey instrument (Section 7)

The major findings of the survey are summarized in the following pages.

Major Findings by Area

- Overall Quality of City Services.** Respondents were asked to rate their satisfaction with the overall quality of twelve city services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall quality of police services (83%), trash, recycling, and yard waste collection services (82%), and parks (70%). Respondents were then asked to select the three services they think are most important for the city to emphasize over the next two years. Respondents most often chose the maintenance of city streets and sidewalks (88%), water services (36%), traffic flow and congestion management in Robinson (27%), and enforcement of city codes and ordinances (27%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where the “maintenance of city streets and sidewalks” was given a “very high” priority rating.
- Perceptions of the Community.** Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall feeling of safety in the city (85%), overall condition of housing in their neighborhood (71%), and overall quality of life in the city (69%).
- Public Safety Perceptions.** Respondents were asked to rate their satisfaction with eight items regarding their perception of public safety. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the quality of fire protection provided by RVFD (88%), the overall quality of local police protection (86%), and how quickly police officers respond to emergencies (76%). Respondents were then asked to select the three items they think are most important for the city to emphasize over the next two years. Respondents most often chose the city’s overall efforts to prevent crime (65%), the visibility of police personnel in neighborhoods (48%), the city’s efforts to prevent crime (47%), the enforcement of local traffic laws (30%), and the overall quality of local police protection (30%). \
- Peplow Park.** Respondents were asked to rate their satisfaction with ten items regarding Peplow Park. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall appearance of the city park (71%), maintenance of the city park (63%), and how close neighborhood parks are to your home (59%). Respondents were then asked to select the three items they think are most important for the city to emphasize over the next two years. Respondents most often chose the maintenance of the city park (37%), number of walking trails (35%), and city-sponsored special events (31%).
- Transportation Safety.** Respondents were most satisfied (rating “satisfied” or “very satisfied”) with travel by automobile on city streets (68%) and travel by bus (36%).
- Traffic in Robinson.** Most respondents (59%) say that compared to two years ago, the traffic in Robinson is getting worse.

- Transportation and Connectivity.** Respondents were asked to rate their satisfaction with six items regarding transportation and connectivity. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the ease of access to the interstate system (76%), the flow of traffic along commercial streets (57%), and the flow of traffic on residential streets (56%). Respondents were then asked to select the two items they think are most important for the city to emphasize over the next two years. Respondents most often chose the availability of public sidewalks (58%) and the flow of traffic along commercial streets (32%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where “availability of public sidewalks” and “availability of bicycle infrastructure” were given a “very high” priority ratings.
- Maintenance.** Respondents were asked to rate their satisfaction with eight items regarding maintenance. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the maintenance of street signs (58%), maintenance provided by TXDOT (53%) and the cleanliness of city streets and other public areas (48%). Respondents were then asked to select the two items they think are most important for the city to emphasize over the next two years. Respondents most often chose the maintenance of streets in their neighborhood (54%) and pedestrian accessibility and walkability (36%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where “maintenance of streets in your neighborhood”, “pedestrian accessibility and walkability”, and “adequacy of street lighting” were given a “very high” priority rating.
- Code Enforcement.** Respondents were asked to rate their satisfaction with seven items regarding code enforcement. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the enforcement of sign regulations (39%), enforcement of parking on public roadways (34%) and the enforcement of living out of campers (31%). Respondents were then asked to select the two items they think are most important for the city to emphasize over the next two years. Respondents most often chose the enforcement of cleanup of junk and debris on private property (58%) and the enforcement of mowing of weeds and grass on private property (47%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where “enforcement of cleanup of junk and debris on private property” and “the enforcement of mowing of weeds and grass on private property” were given a “very high” priority rating.
- Water Conservation and Awareness.** Most respondents (69%) say they know their household’s days for voluntary watering restrictions. Most respondents (54%) say they “always” follow the suggested watering schedule for their household followed by “usually” (37%).
- Water/Wastewater Services.** Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the reliability of the city’s drinking water (61%), wastewater services (60%), and overall quality of the city’s drinking water (47%).

- **Communication.** Respondents were asked to rate their satisfaction with eleven items regarding communication. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the quality of the City’s newsletter (66%), quality of the City’s website (57%), and quality of the City’s social media (55%). Respondents most often receive information about the City of Robinson from the printed city newsletter (62%), word of mouth (51%), and social media (49%).
- **Customer Service.** Of the 49% of respondents who report contacting the city with a question, problem, or complaint during the last year, most (61%) contacted the city by phone. Most (60%) said they felt either “satisfied” (34%) or “very satisfied” (26%) with their most recent interaction.
- **Garbage and Recycling Services.** Respondents were asked to rate their satisfaction with six items regarding garbage and recycling services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with residential curbside trash (91%), curbside recycling services (89%), and bulky item pickup/removal services (81%). Respondents were then asked to select the two items they think are most important for the city to emphasize over the next two years. Respondents most often selected bulky item pickup/removal services (34%) and residential curbside trash collection services (25%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where “enforcement of cleanup of junk and debris on private property” and “the enforcement of mowing of weeds and grass on private property” were given a “very high” priority rating.
- **Land Use.** Respondents were provided with a list of 26 places to live, work, and shop and were asked to rate if they would want more, about the same, or fewer of each place. The highest percentage of respondents (77%) said they would want more restaurants, coffee shops, and bakeries followed by 67% wanting more public parks, plazas, or open space and 63% wanting more local entertainment establishments.
- **Issues Facing Robinson.** Respondents most often said the three items they expect to be the biggest issues facing Robinson over the next five years are road repair/maintenance/expansion (75%), high taxes/property taxes/finances (69%), and school-related issues (45%).
- **Areas of Focus.** Respondents were provided with a list of nine potential areas of focus and asked to rate how important each are to their household. The items respondents felt were most important (rating “important” or “very important”) were infrastructure (97%), economic development (78%), and improving the appearance of the City through code enforcement (76%). When asked to select the two most important items, infrastructure (66%) and economic development (33%) were selected most often.

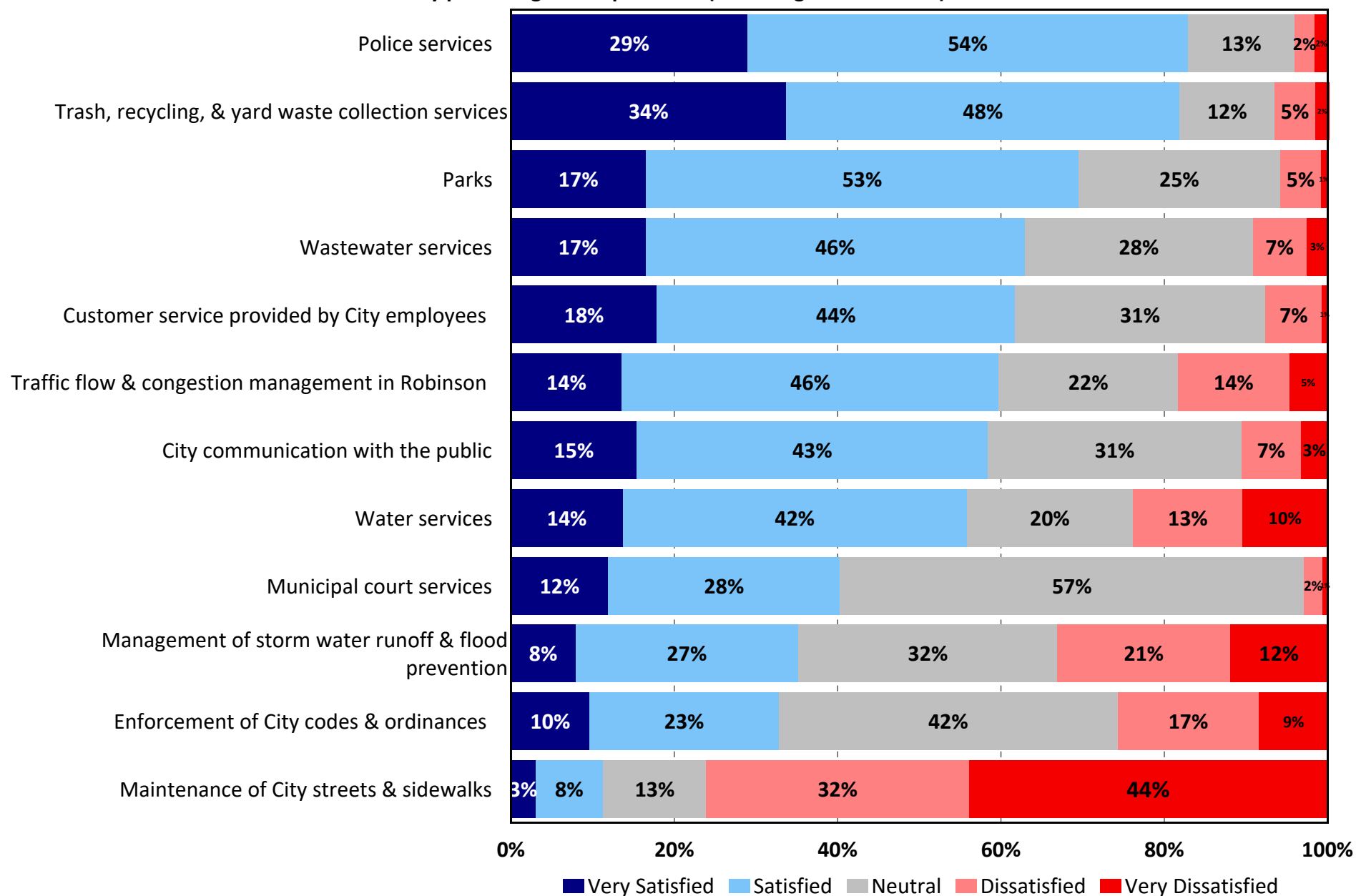
- Communication and Community Engagement.** Respondents were asked to rate their satisfaction with eleven items regarding communication and community engagement. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the content of the city’s newsletter (57%) and ease of paying bills on the city’s website (46%). Respondents were then asked to select the three items they think are most important for the city to emphasize over the next two years. Respondents most often chose efforts by the city to keep residents informed by local issues (48%), the availability of information about city programs and services (32%), and the opportunity to engage in improvements in their neighborhood (31%). These ratings were analyzed in section 3 of this report (“Importance-Satisfaction Rating”) where “efforts by the city to keep residents informed about local issues” and “opportunity to engage in improvements in my neighborhood” were given a “very high” priority rating.
- Communication Methods.** Respondents were asked to select all the ways in which they learn about Robinson’s programs, news, activities, and events. Robinson News (64%), social media (44%), and from neighbors (36%) were the three most common ways respondents receive communication. Respondents were then asked to select the three communication methods they would most prefer. Robinson News (55%), social media (48%), and the city’s website (40%) were most often selected.
- Customer Service.** Twenty-six percent (26%) of respondents report calling or visiting City Hall in the past year. Of those who had visited or called, most (63%) say it was either “very easy” (30%) or “somewhat easy” (33%) to contact the person they needed to reach. Building Permits or Inspections (42%) and Administration (34%) were the departments most often contacted. Respondents were then asked to indicate how often city employees displayed five aspects of quality customer service. Respondents most often (rating “always” or “usually”) encountered employees who were courteous and polite (78%), provided prompt, accurate, and complete answers to questions (56%), and did what they said they would do in a timely manner (55%).
- Community Investment Areas.** Respondents were asked to rate their support towards nine potential investment areas. Respondents most supported (rating “very supportive” or “somewhat supportive”) maintaining streets and sidewalks (97%), improving traffic flow to reduce traffic congestion (91%), and upgrading city parks, playground equipment, and restrooms (91%). These were also the three items respondents felt were most important for the city to pursue.



Charts and Graphs

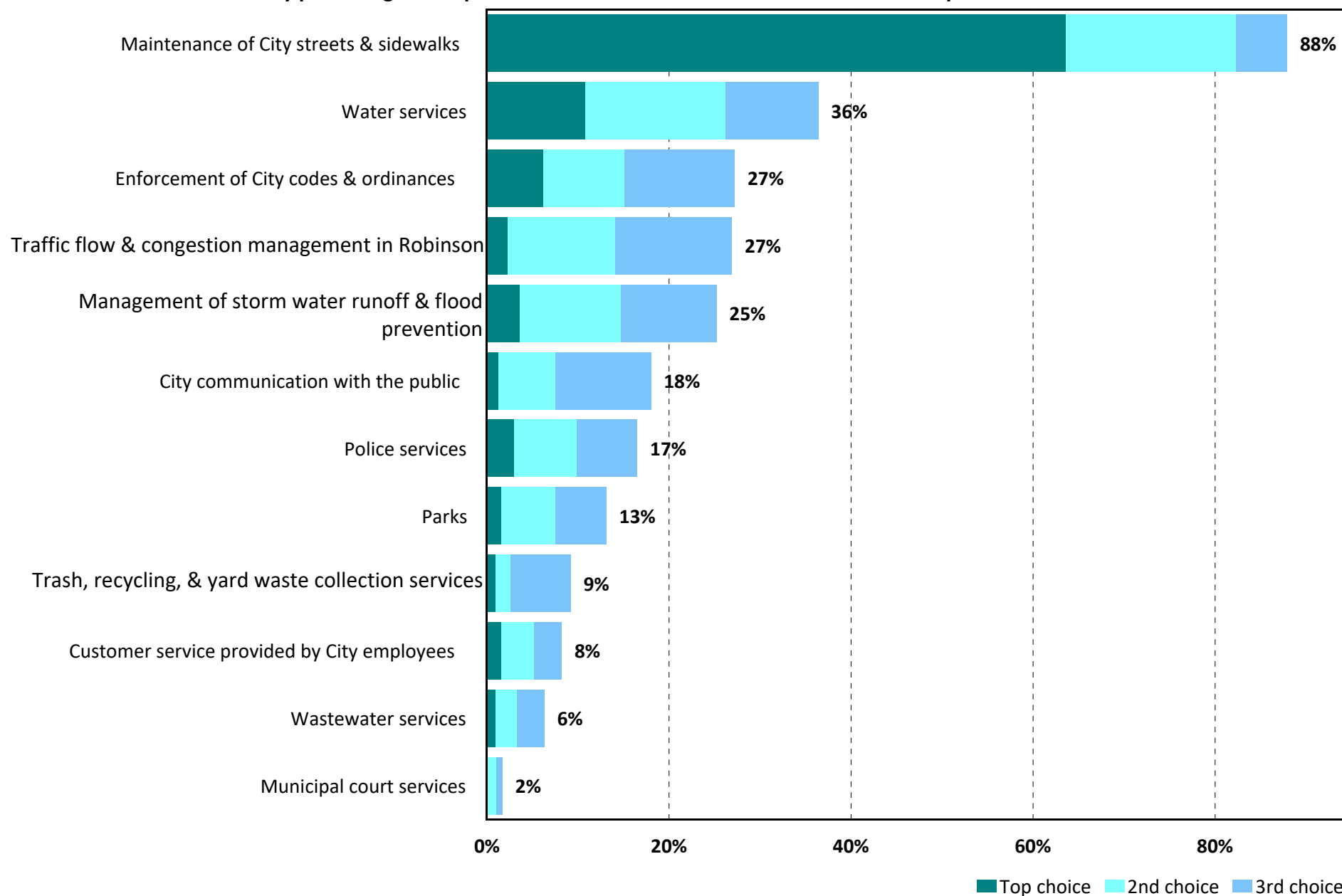
Q1. Overall Quality of City Services. Please rate your satisfaction with the overall quality of the following services provided by the city of Robinson.

by percentage of respondents (excluding "don't know")



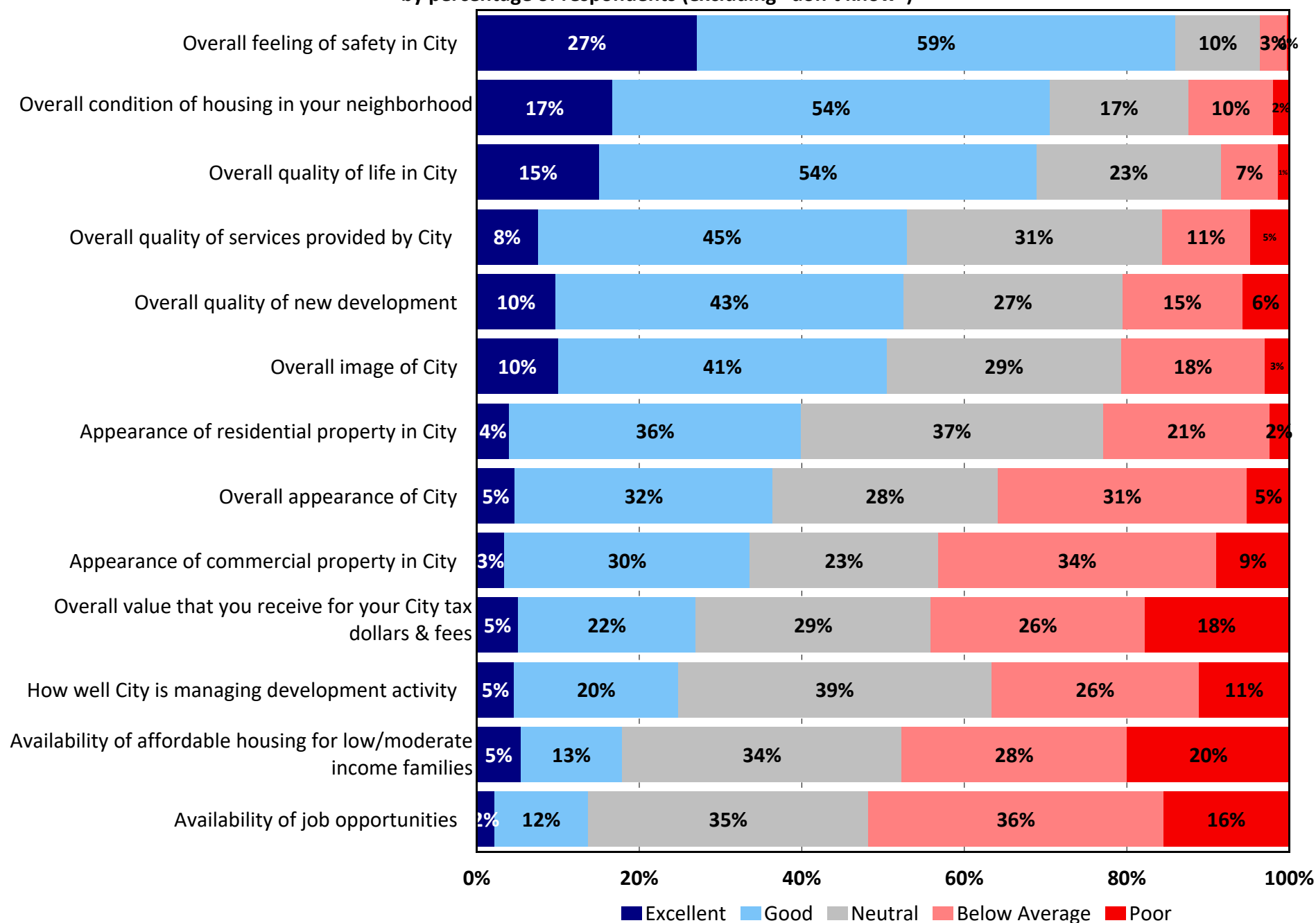
Q2. Which THREE of the items in Question 1 do you think should receive the MOST EMPHASIS from city leaders over the next two years?

by percentage of respondents who selected the items as one of their top three choices



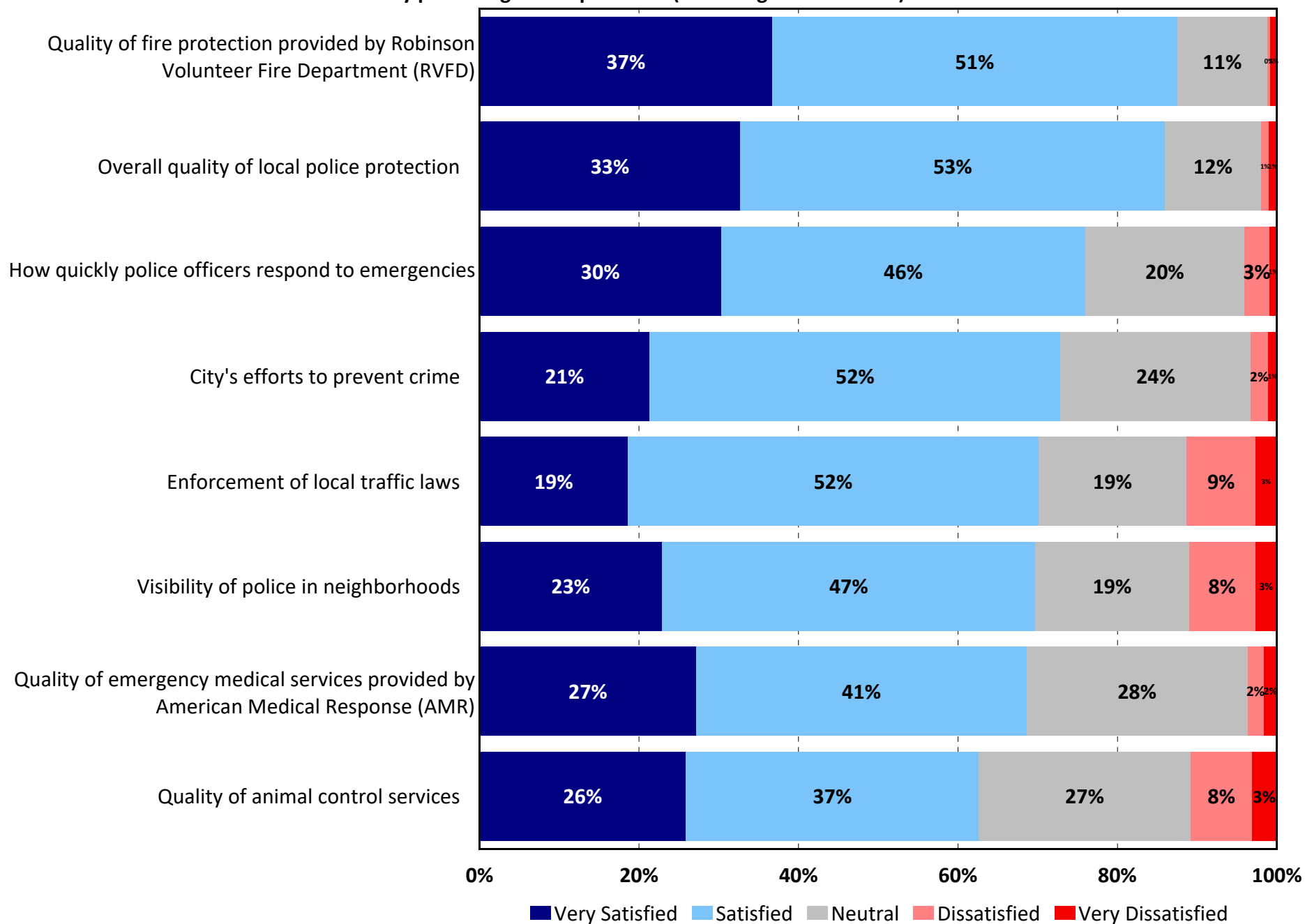
Q3. Perceptions. Please rate Robinson regarding each of the following.

by percentage of respondents (excluding "don't know")



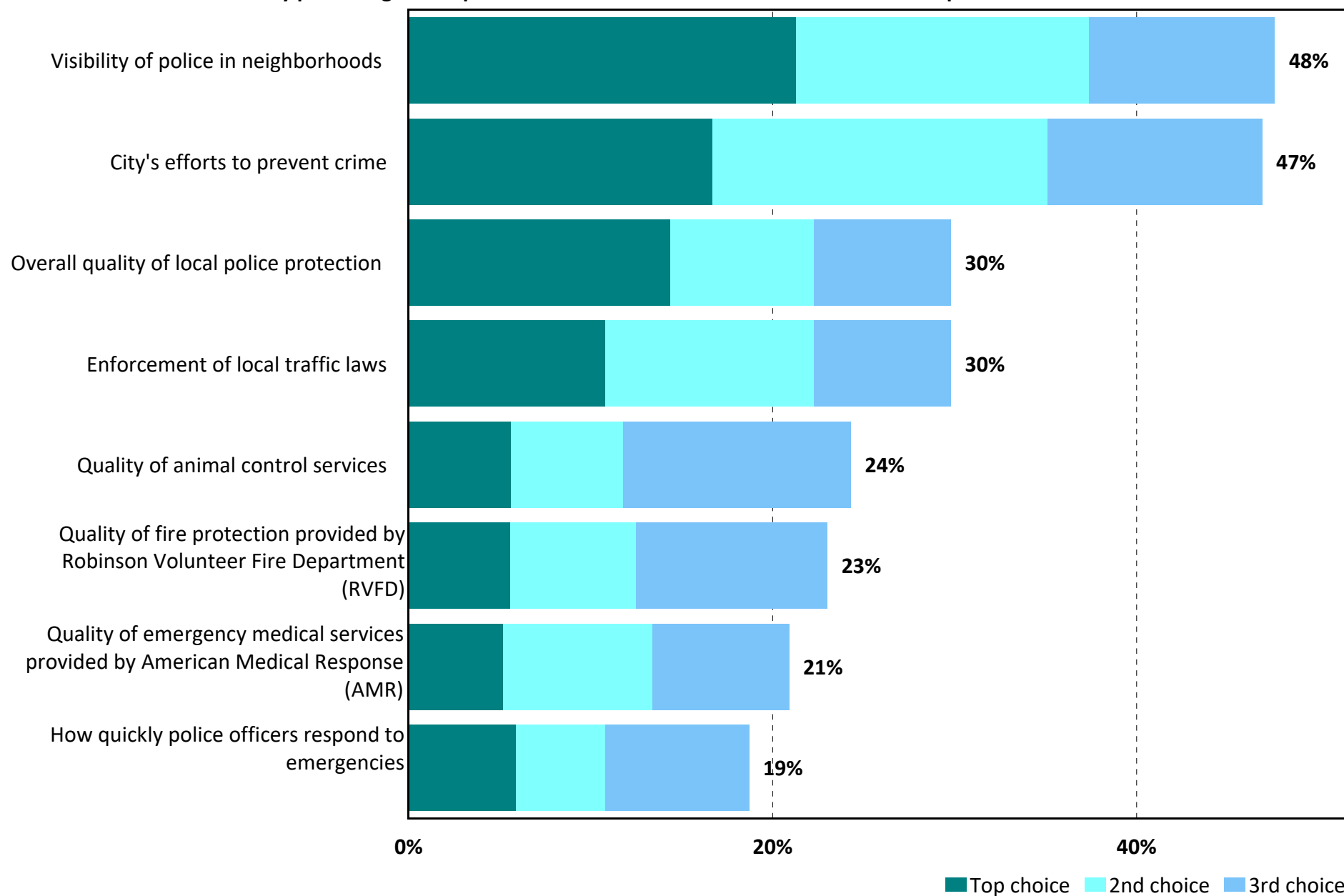
Q4. Public Safety. Please rate your satisfaction with the following.

by percentage of respondents (excluding "don't know")



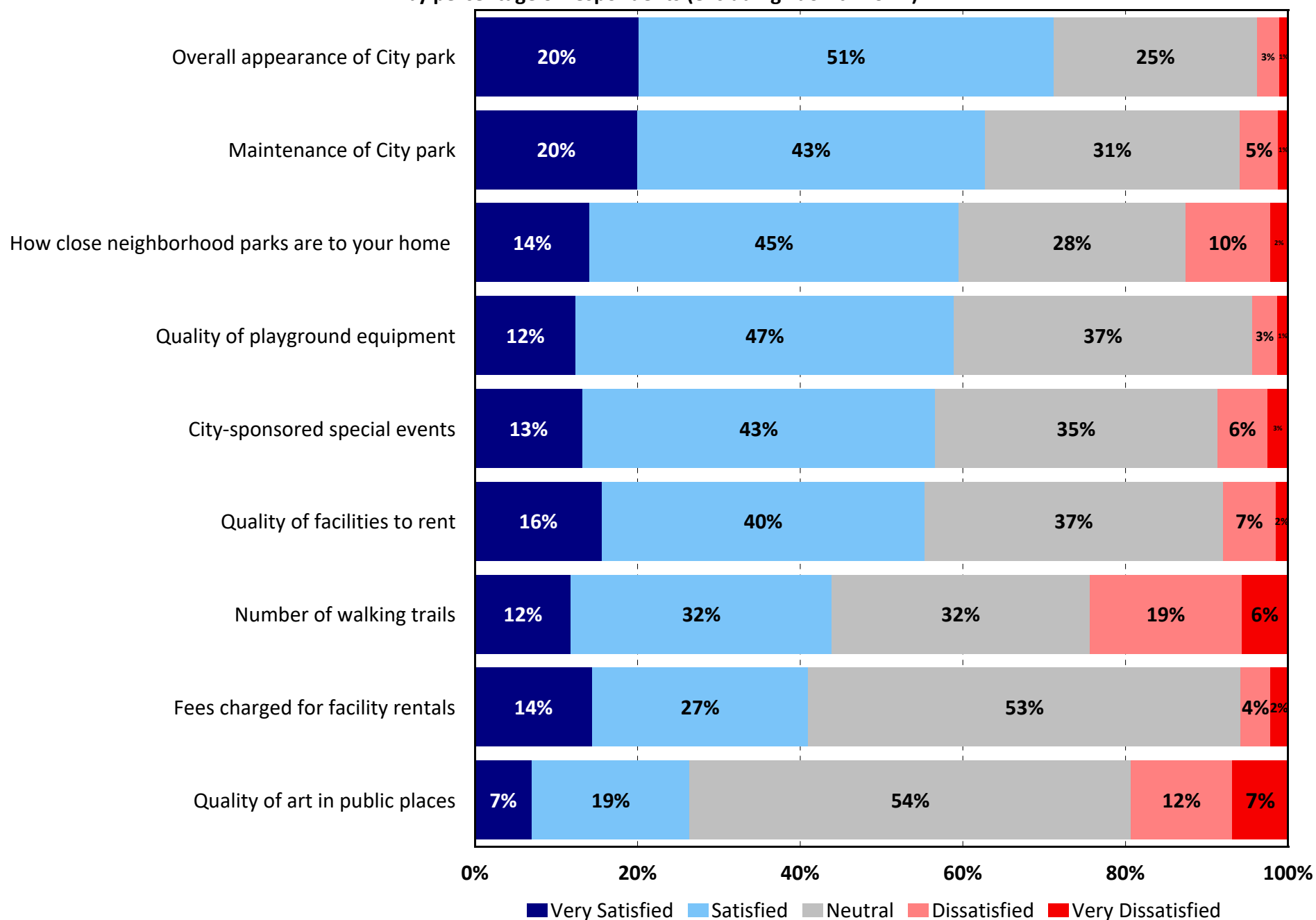
Q5. Which THREE of the items in Question 4 do you think should receive the MOST EMPHASIS from city leaders over the next two years?

by percentage of respondents who selected the items as one of their top three choices



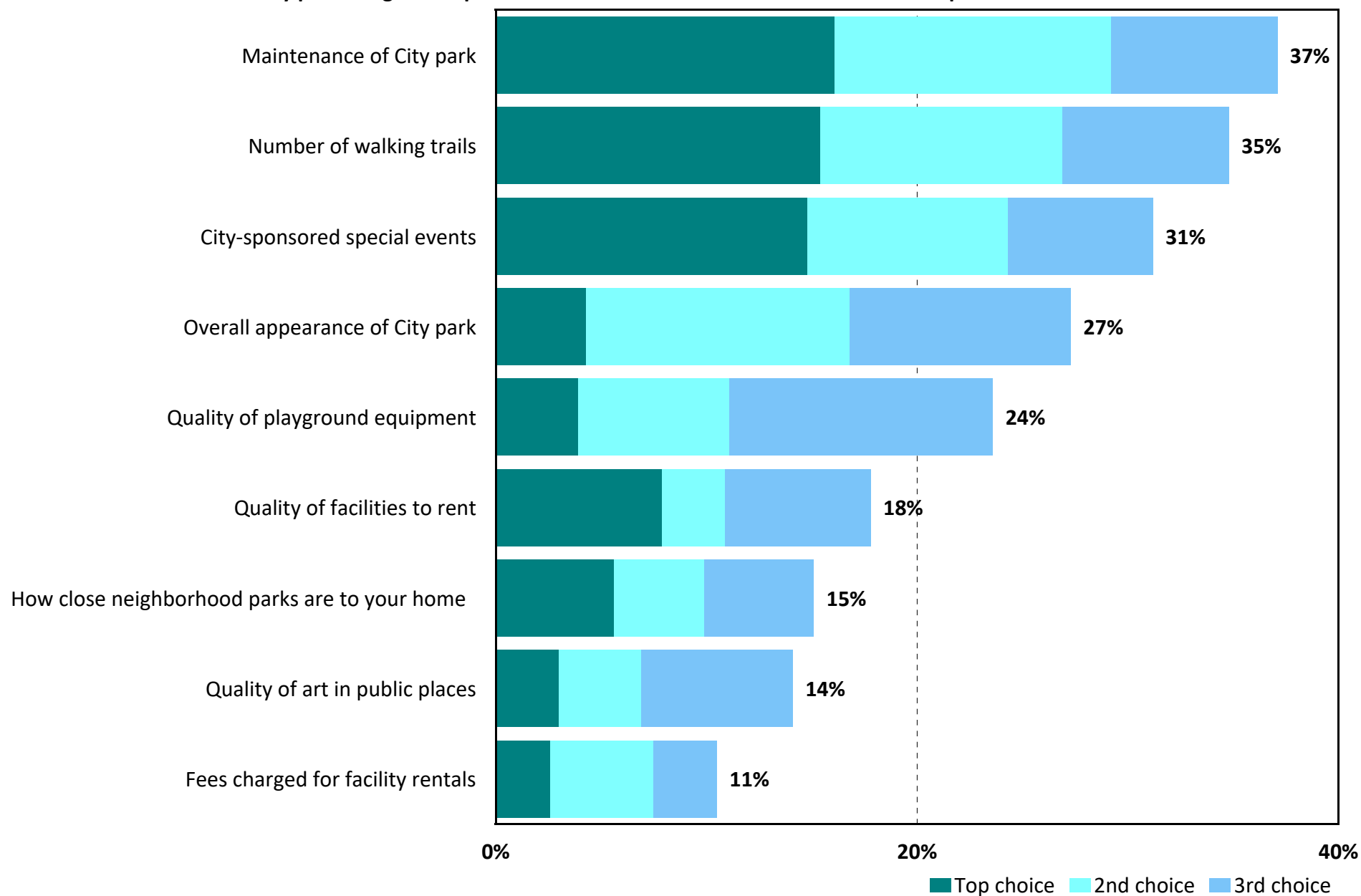
Q6. Peplow Park. Please rate your satisfaction with the following.

by percentage of respondents (excluding "don't know")



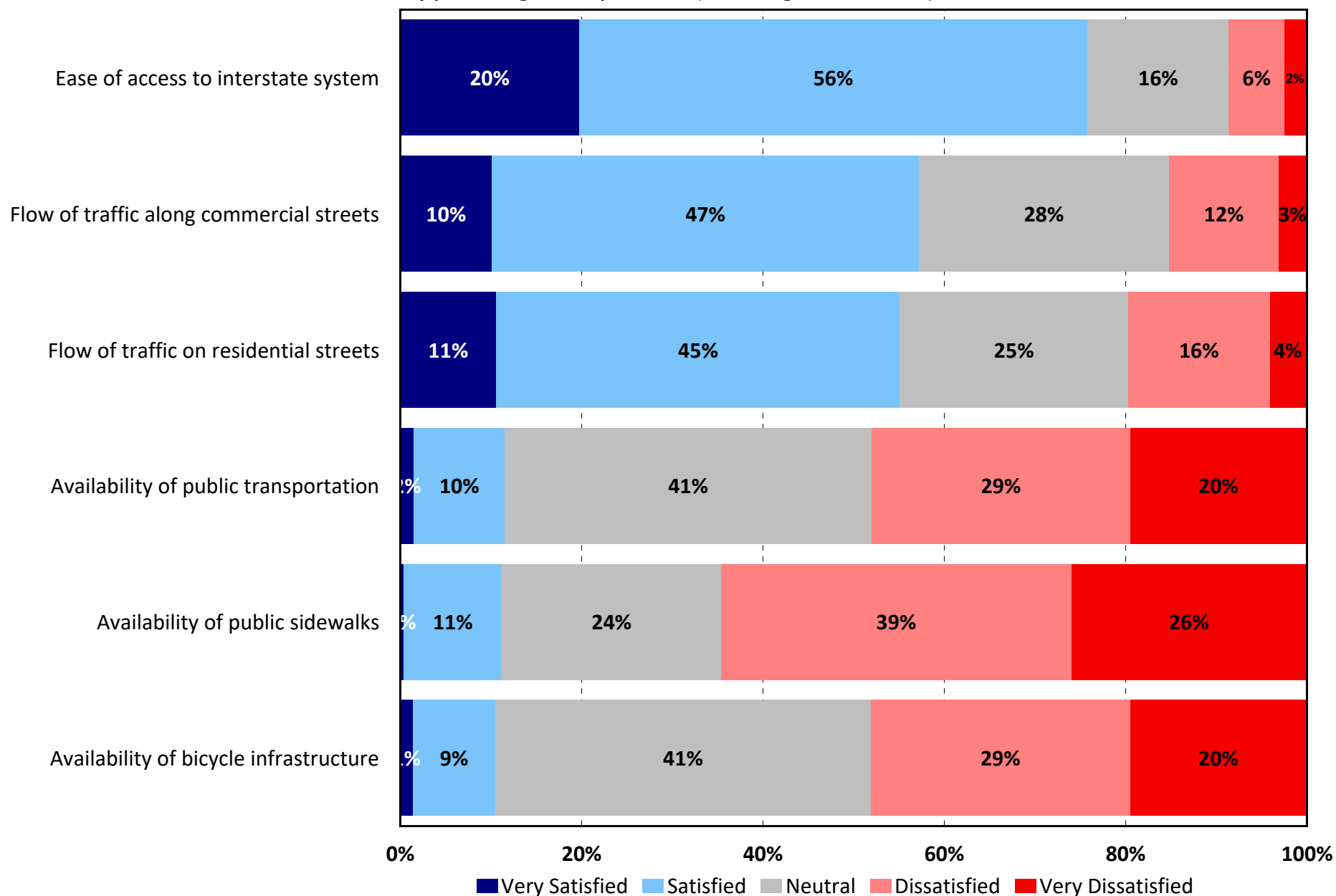
Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from city leaders over the next two years?

by percentage of respondents who selected the items as one of their top three choices



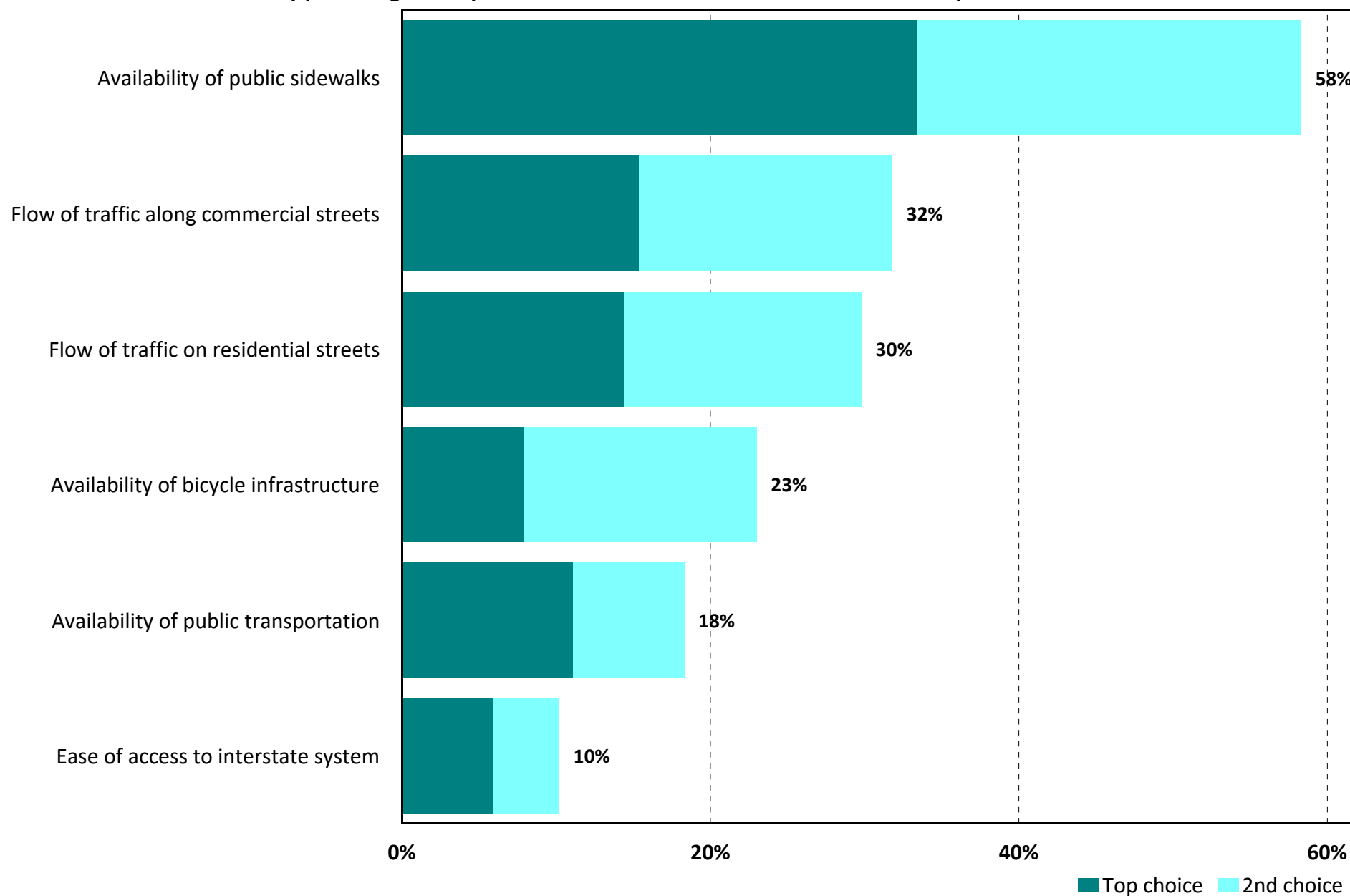
Q8. Transportation and Connectivity. Please rate your satisfaction with the following.

by percentage of respondents (excluding "don't know")



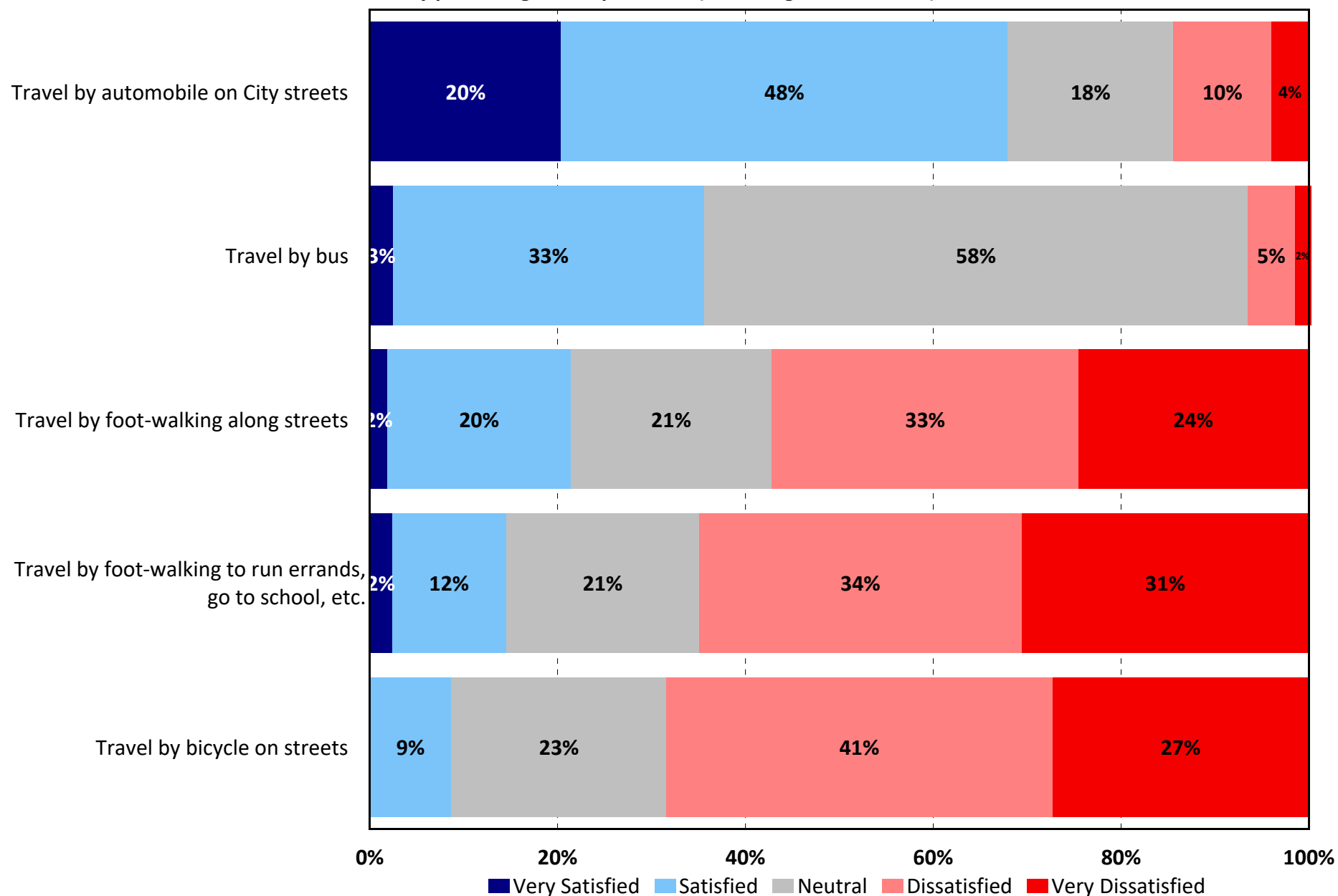
Q9. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from city leaders over the next two years?

by percentage of respondents who selected the items as one of their top two choices



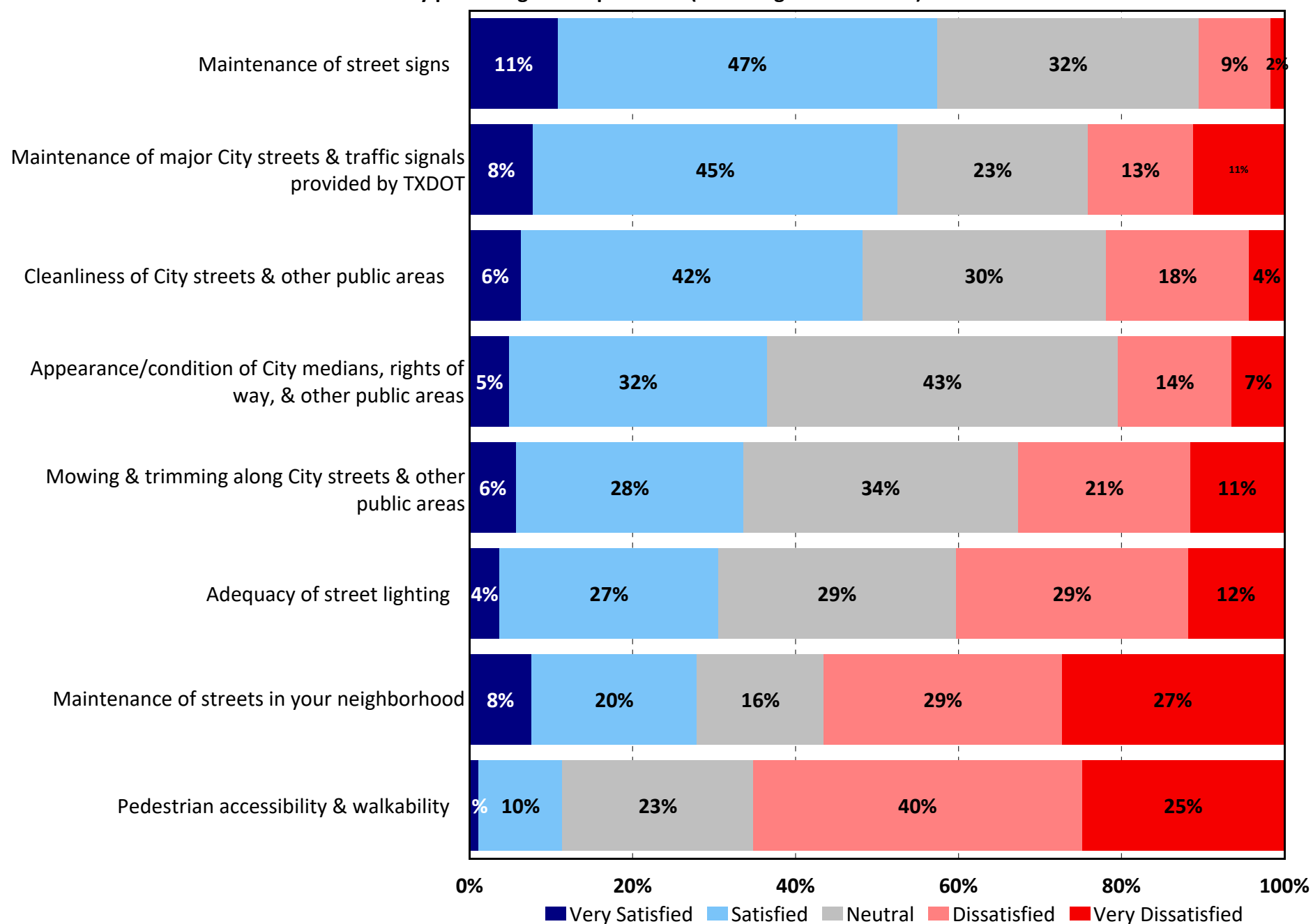
Q10. Transportation Safety. Please rate your perception of safety while in or near Robinson.

by percentage of respondents (excluding "don't know")



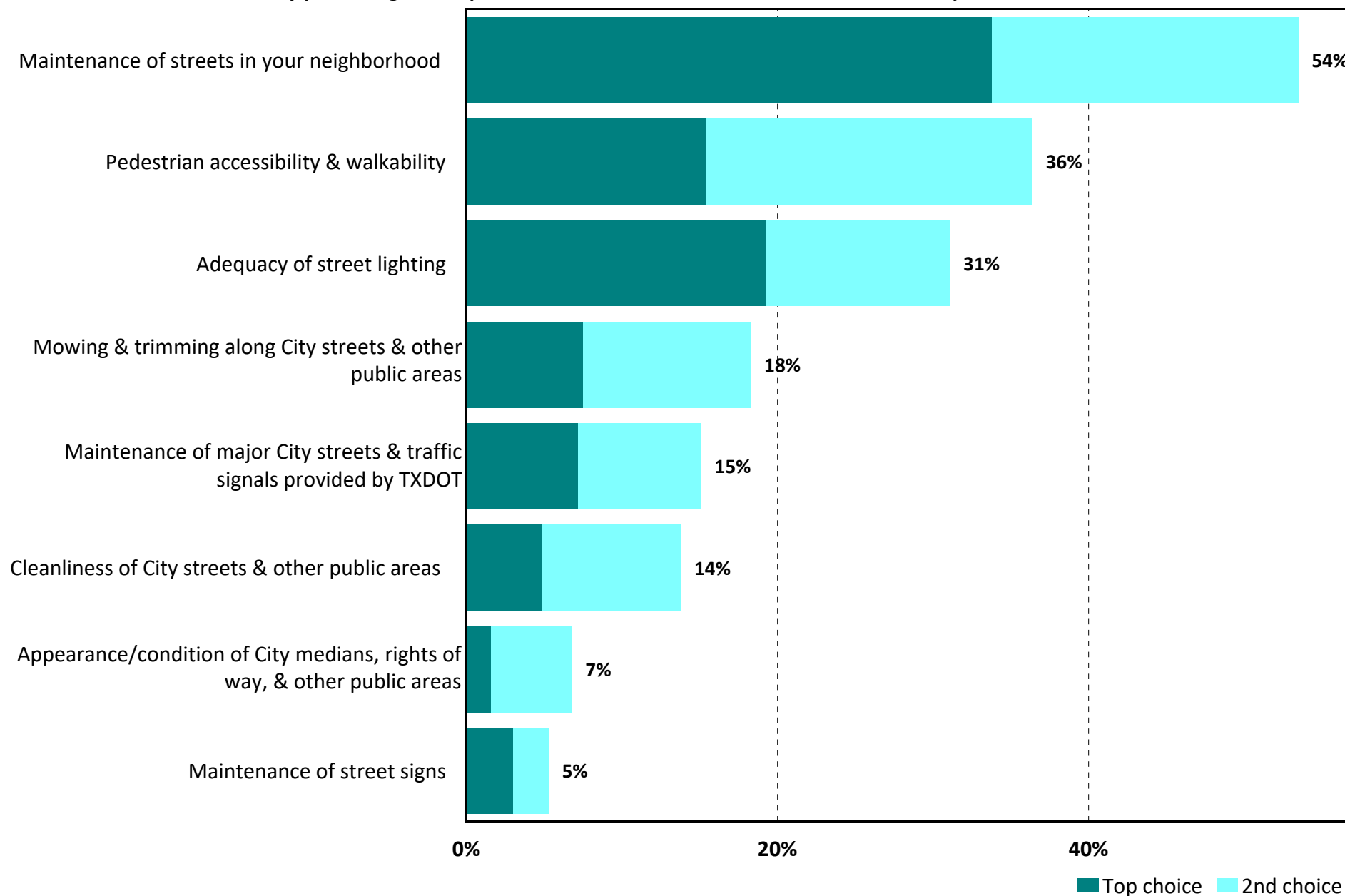
Q11. Maintenance. Please rate your satisfaction with each of the following.

by percentage of respondents (excluding "don't know")



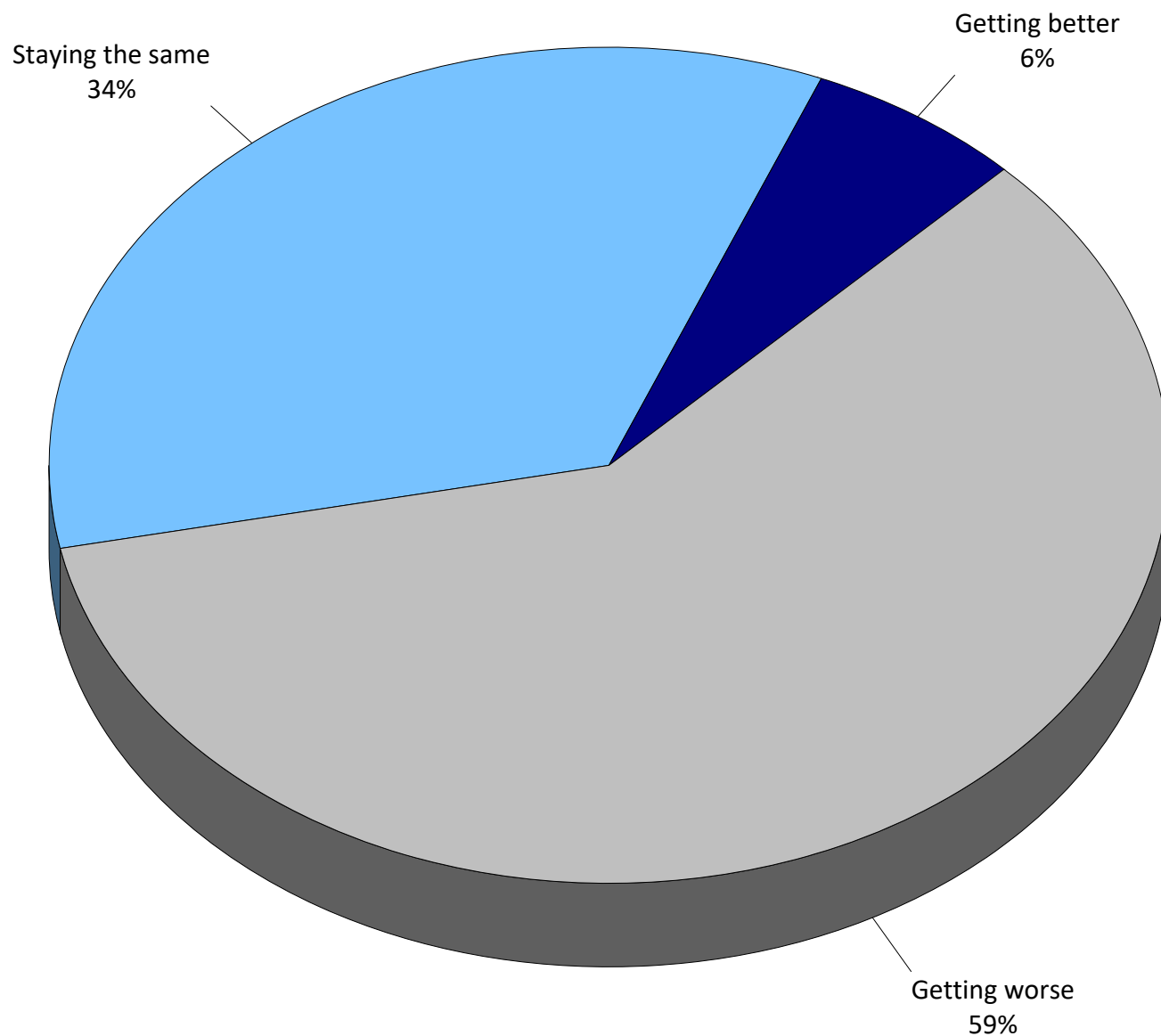
Q12. Which TWO of the items listed in Question 11 do you think should receive the MOST EMPHASIS from city leaders over the next two years?

by percentage of respondents who selected the items as one of their top two choices



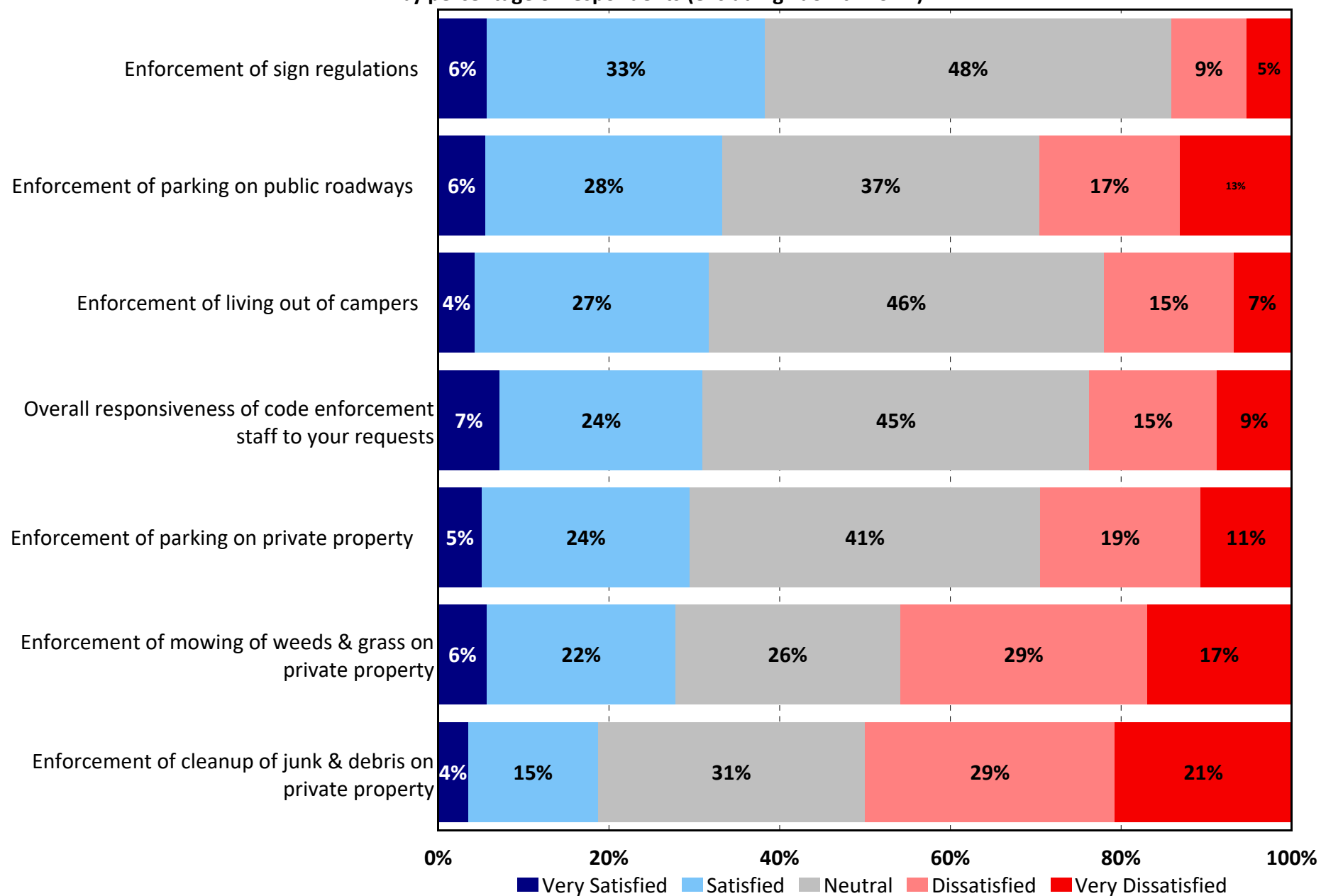
Q13. Compared to two years ago, would you say that traffic in Robinson is getting better, getting worse, or staying the same?

by percentage of respondents (excluding "don't know")



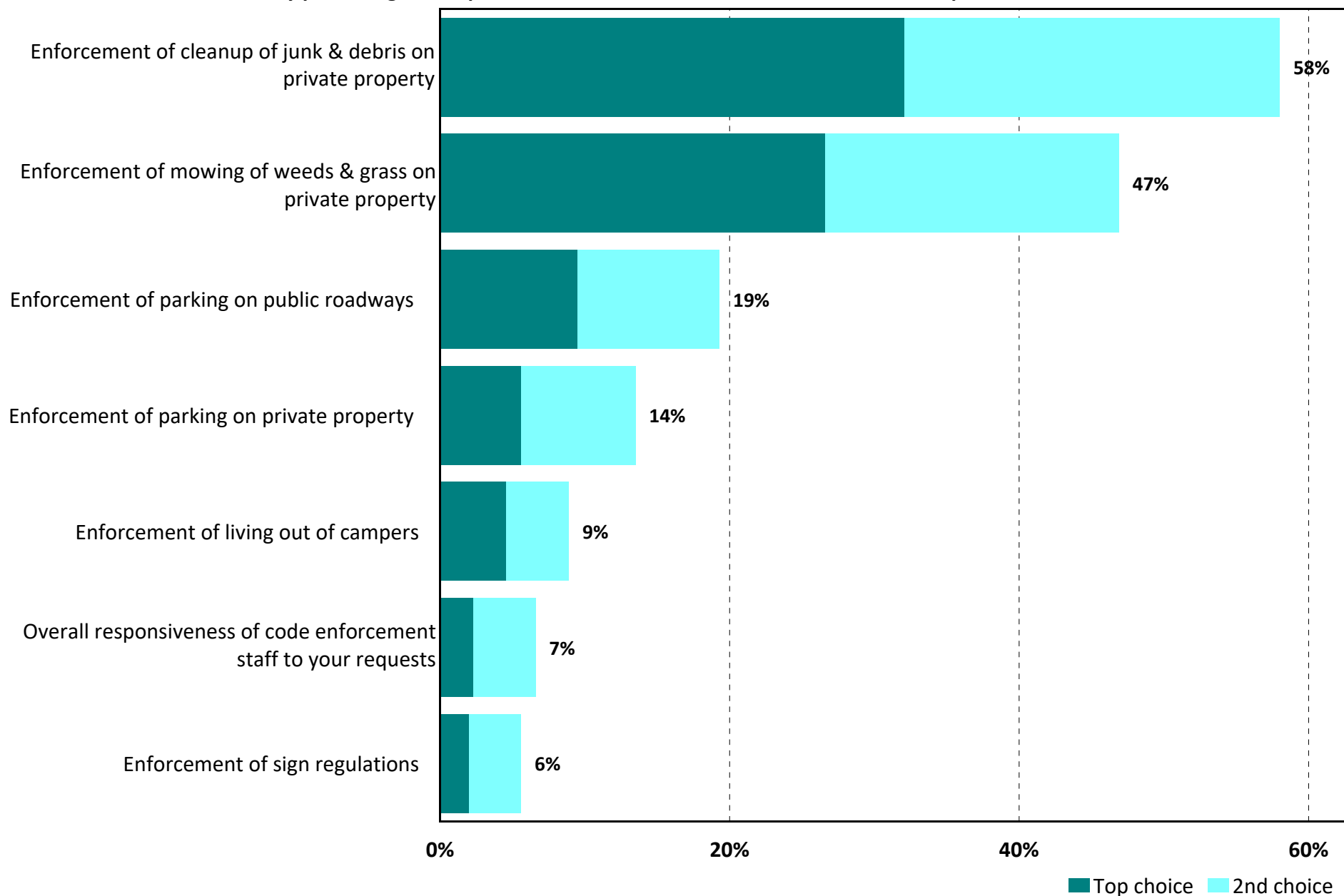
Q14. Code Enforcement. Please rate your satisfaction with each of the following items.

by percentage of respondents (excluding "don't know")



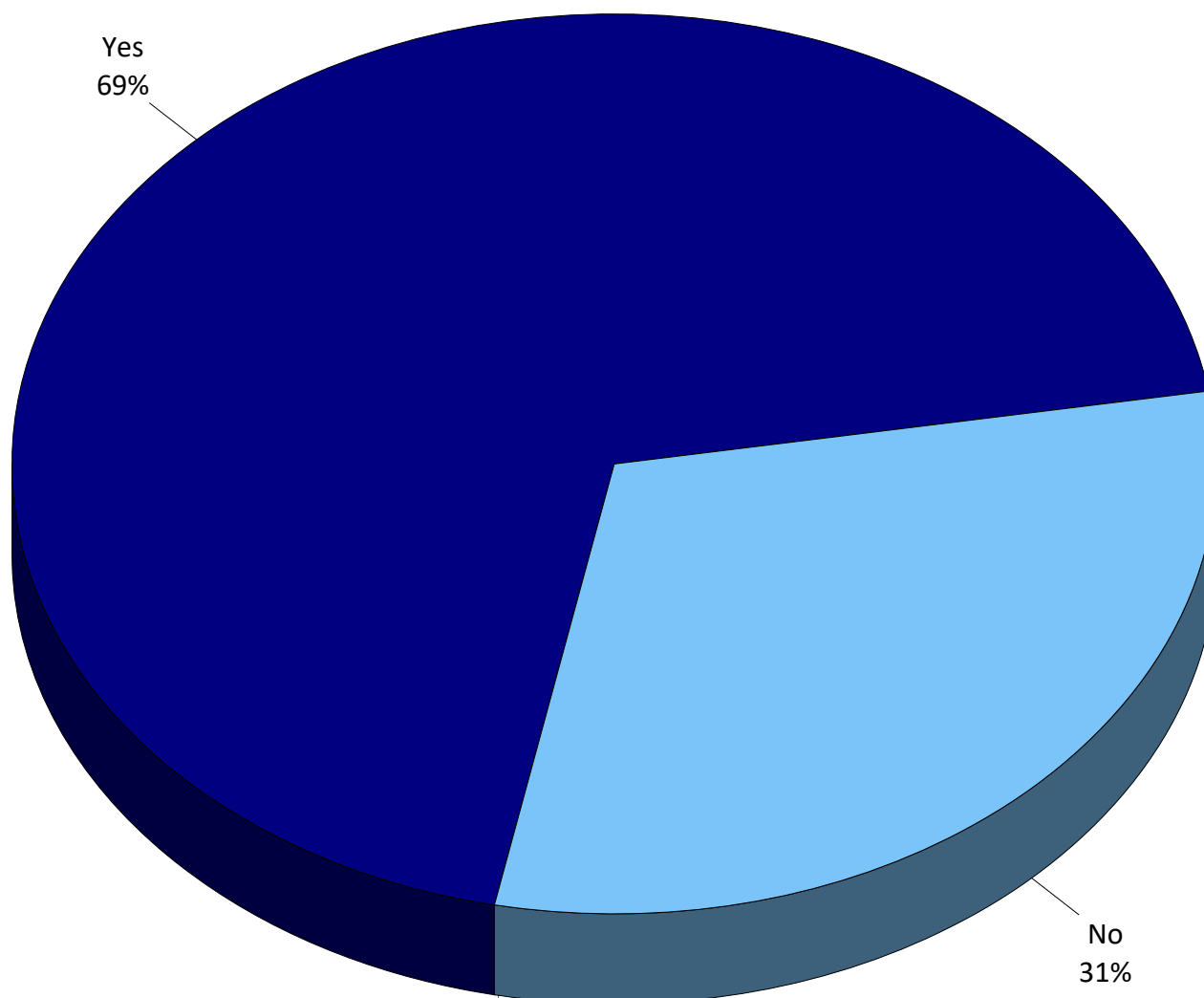
Q15. Which TWO of the items listed in Question 14 do you think should receive the MOST EMPHASIS from city leaders over the next two years?

by percentage of respondents who selected the items as one of their top two choices



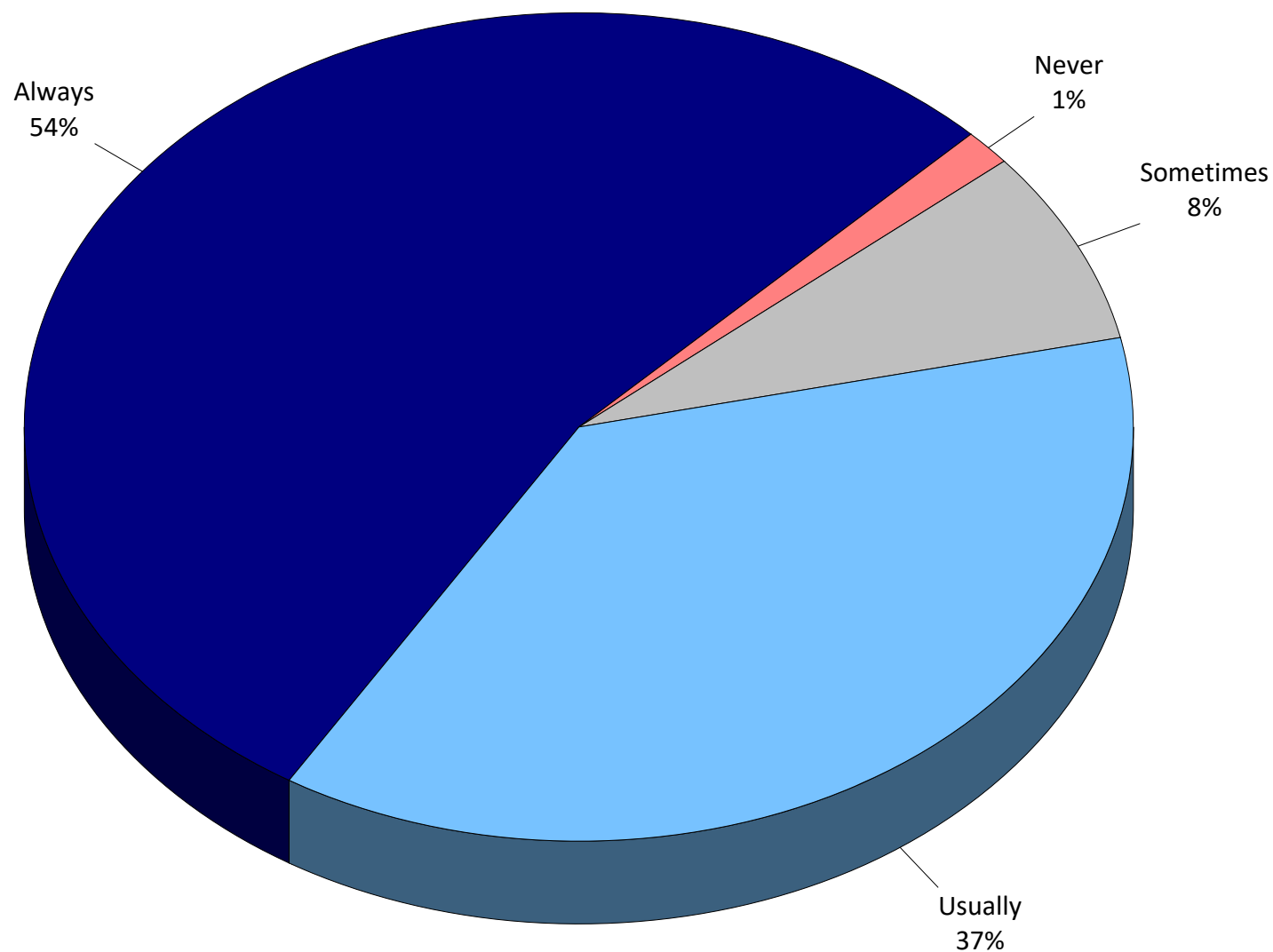
Q16. Water Conservation and Awareness. Do you know your household's days for voluntary watering restrictions?

by percentage of respondents (excluding "not provided")



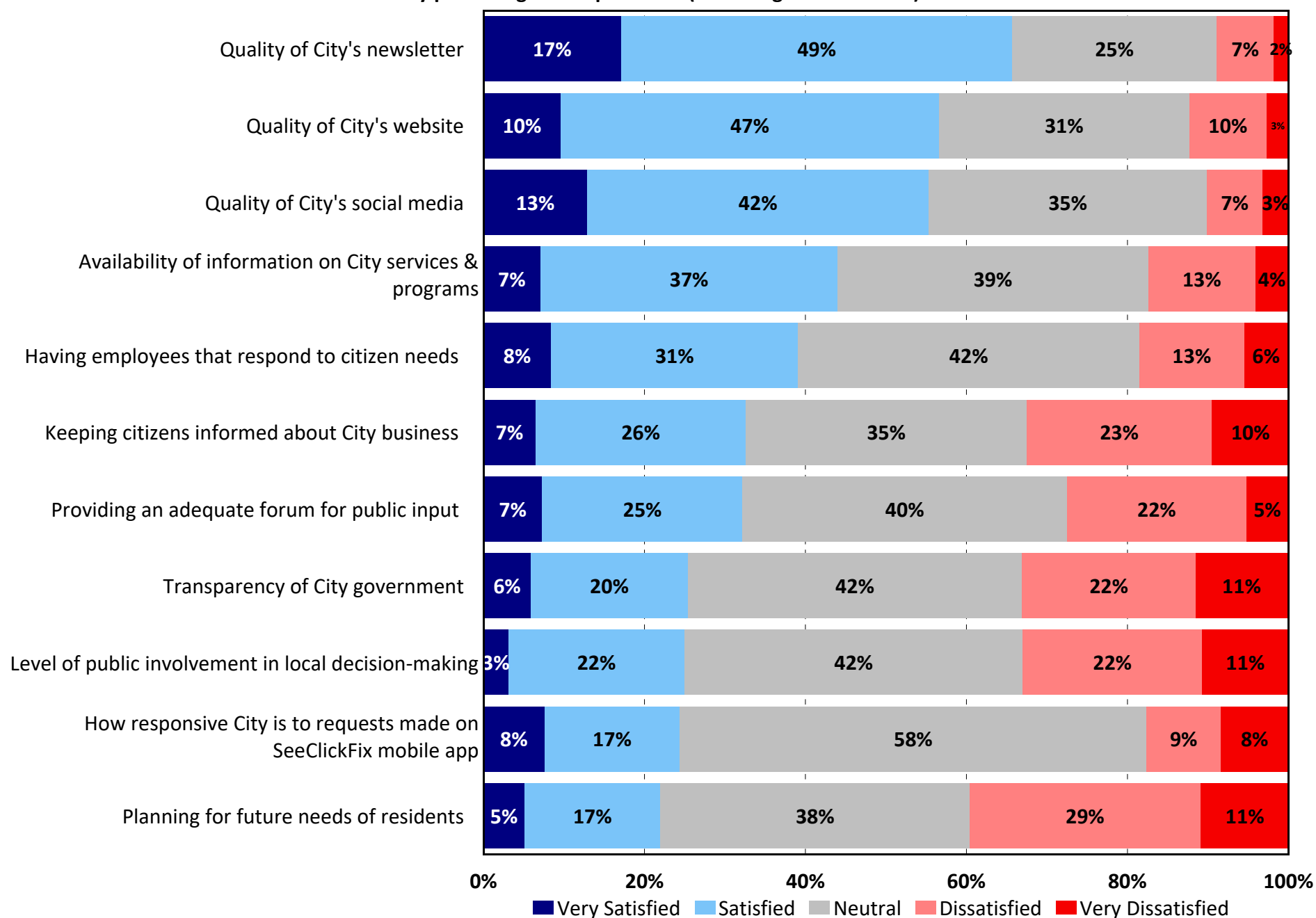
Q16a. Which of the following best describes how often you follow the suggested watering schedule for your household?

by percentage of respondents (excluding "don't know")



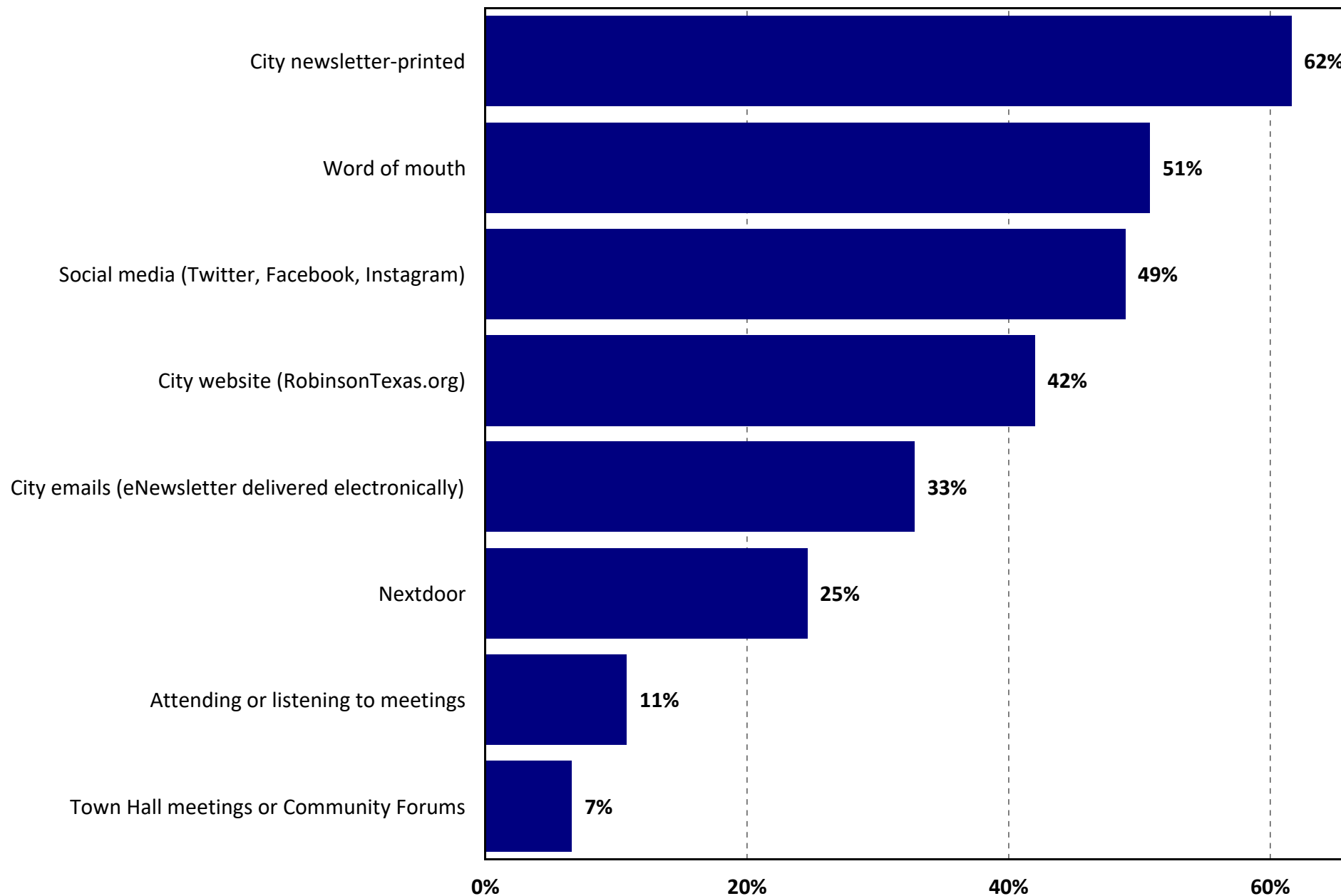
Q17. Communication. Please rate your satisfaction with each of the following.

by percentage of respondents (excluding "don't know")



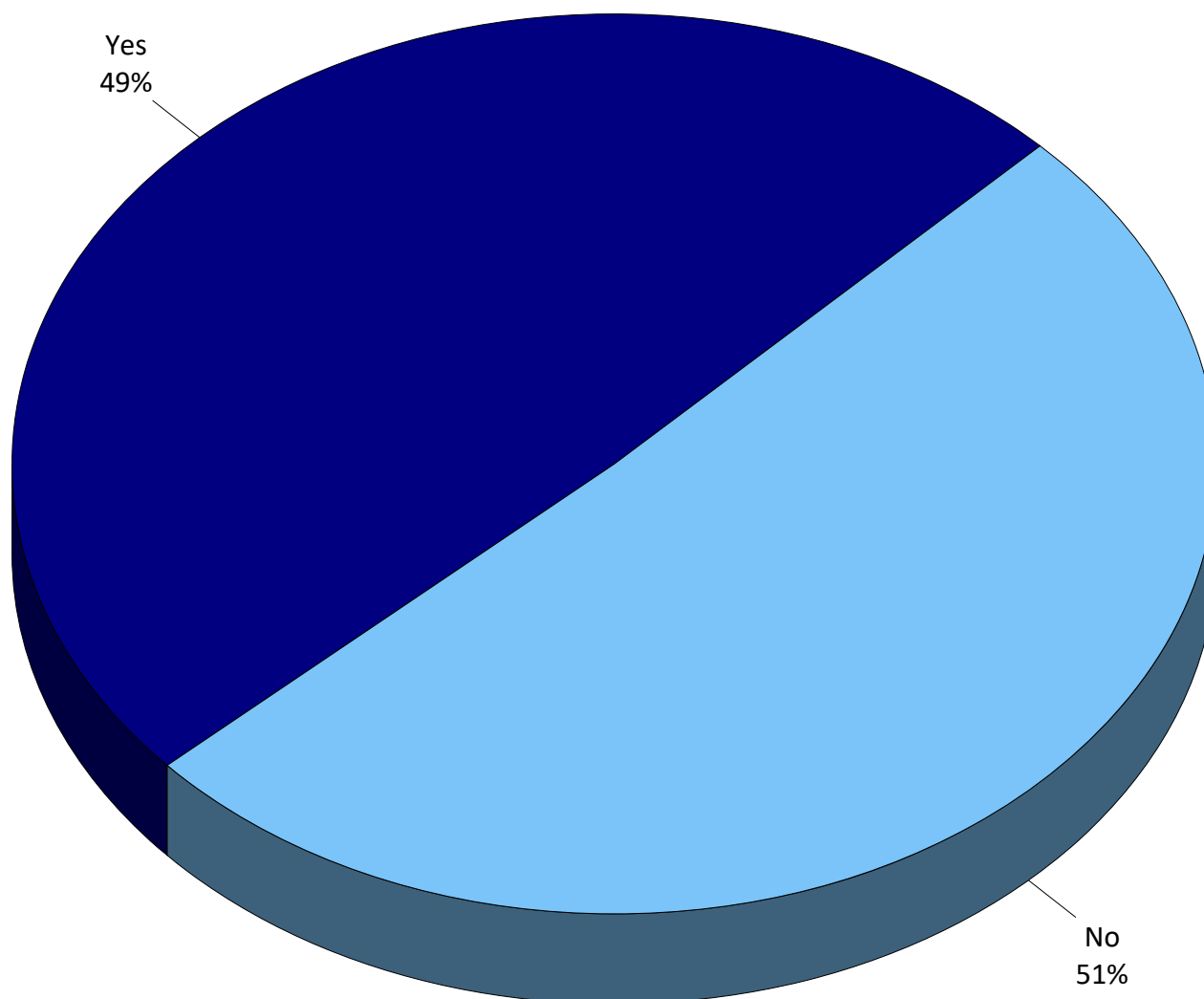
Q18. From which of the following sources do you currently get information about the city of Robinson?

by percentage of respondents (multiple selections could be made)

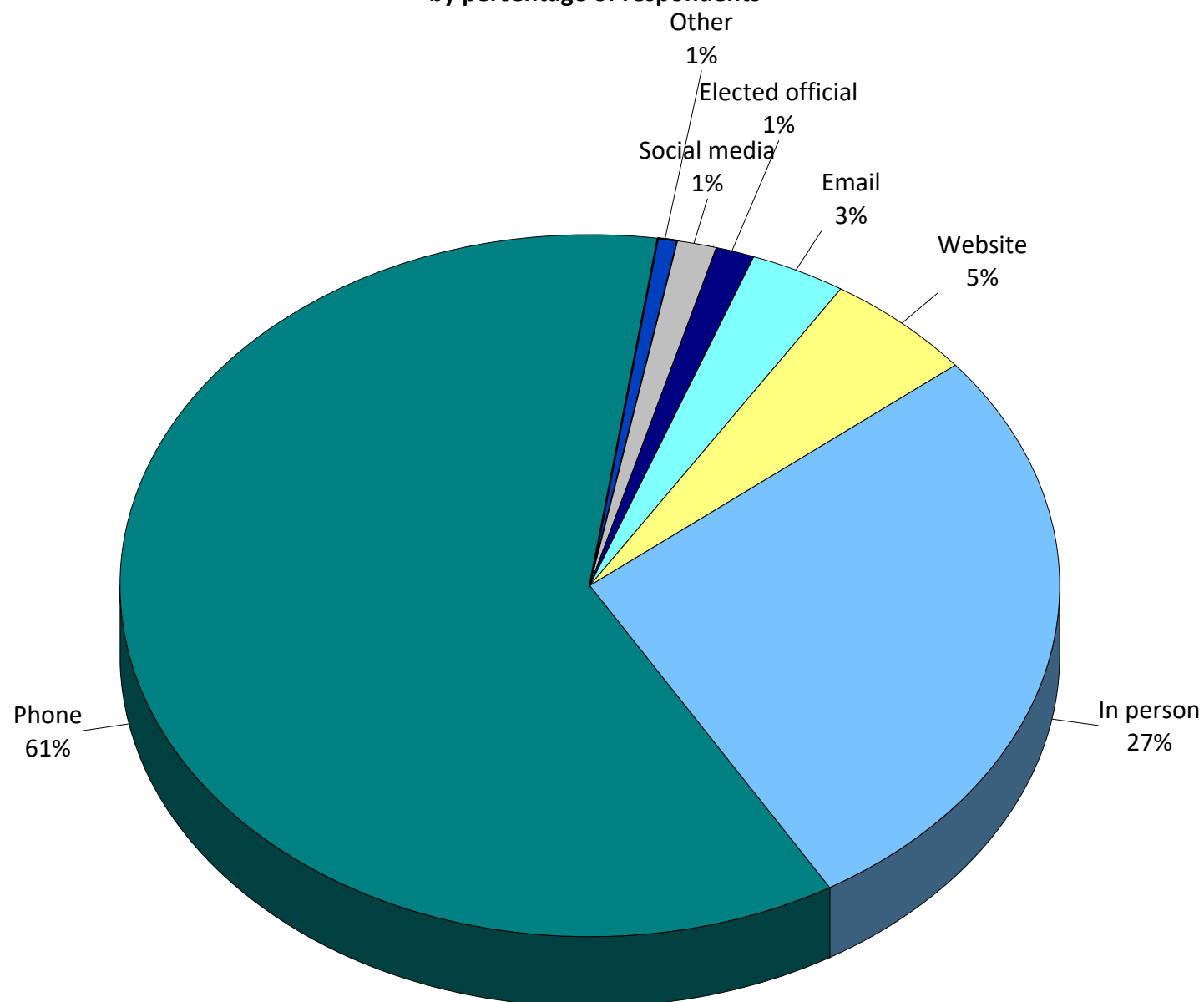


Q19. Customer Service. Have you called or visited the city with a question, problem, or complaint during the past year?

by percentage of respondents

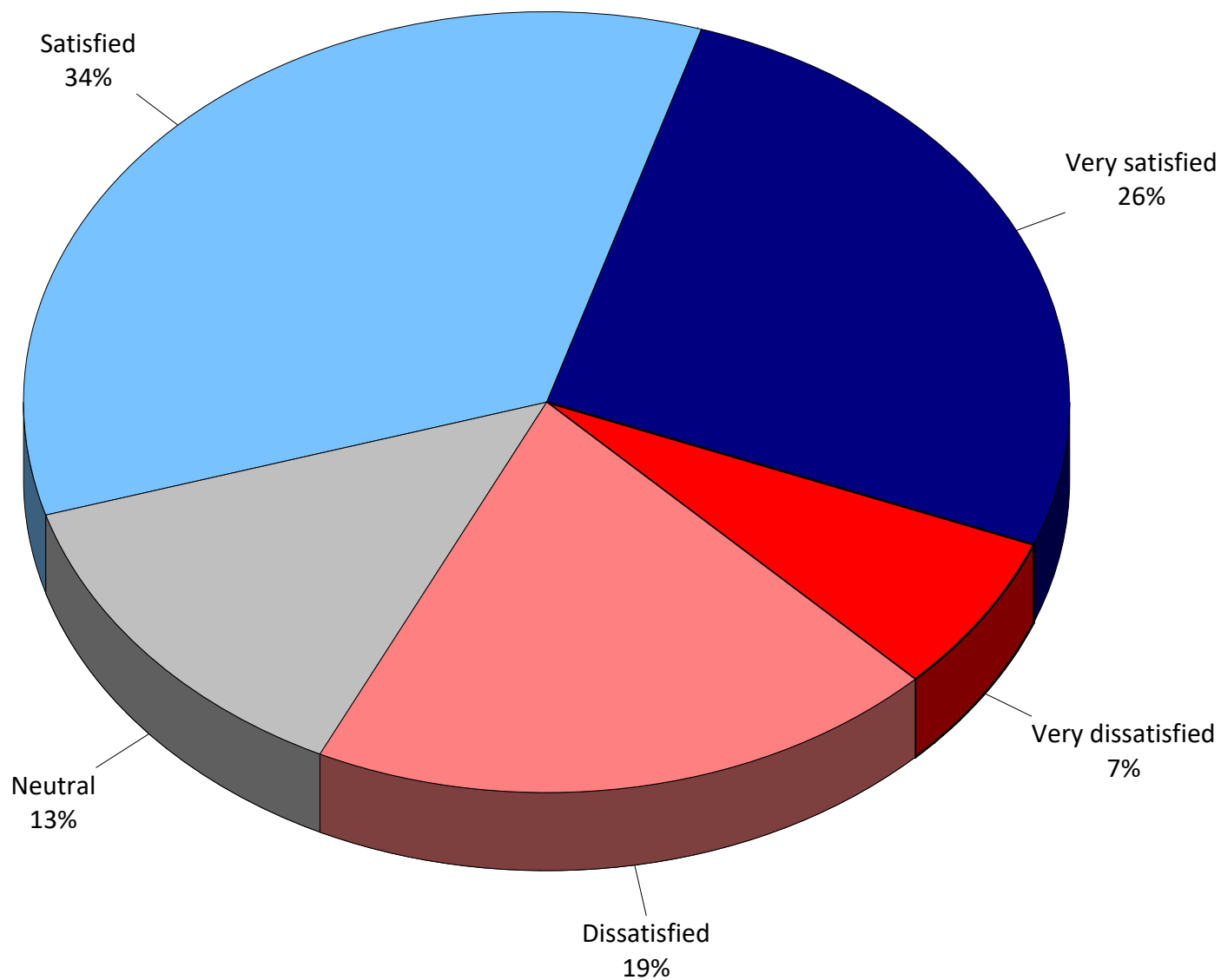


Q19a. How did you most recently contact the city? by percentage of respondents



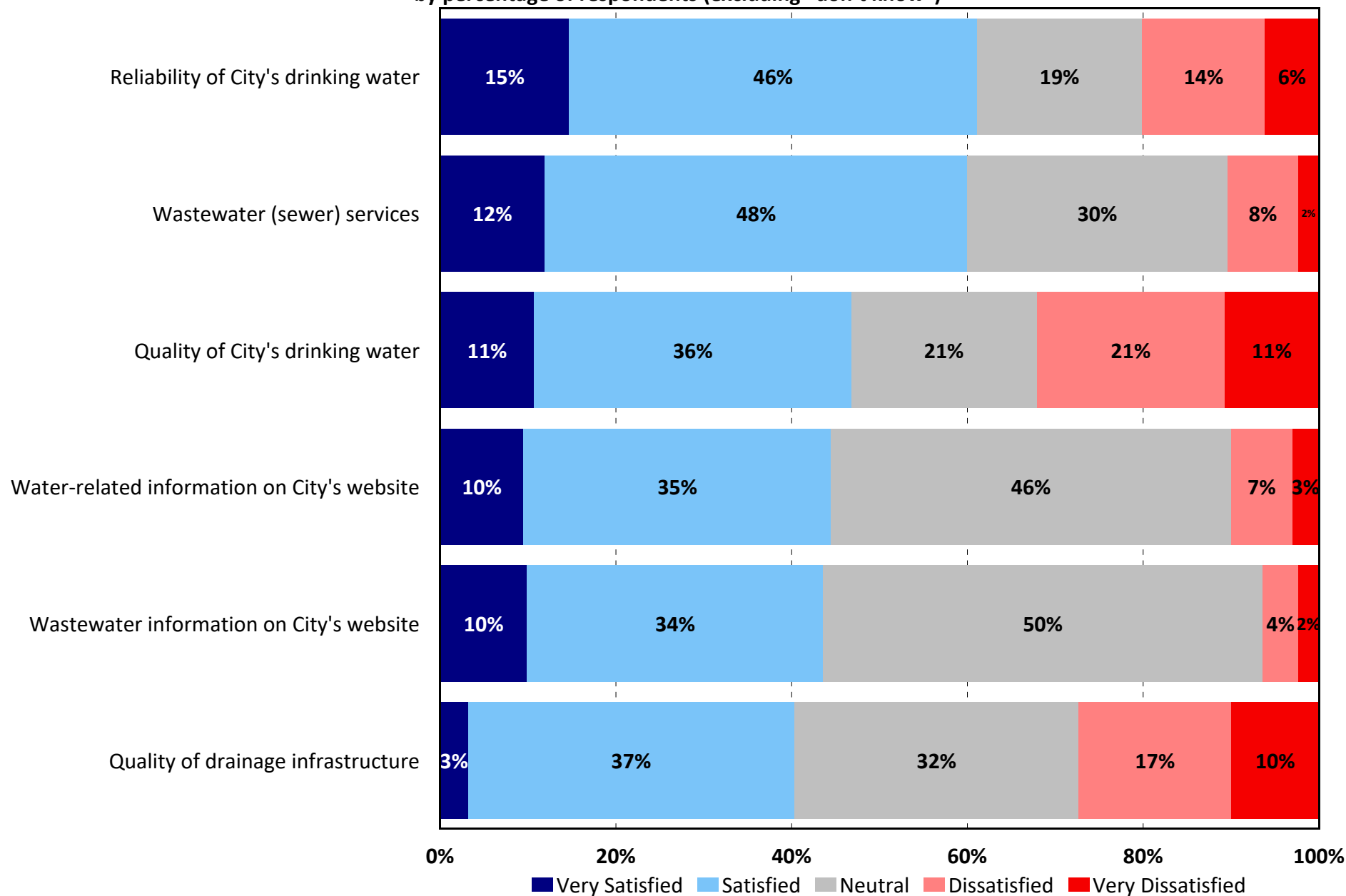
Q19b. How satisfied are you with your most recent interaction with the City of Robinson?

by percentage of respondents (excluding "not provided")



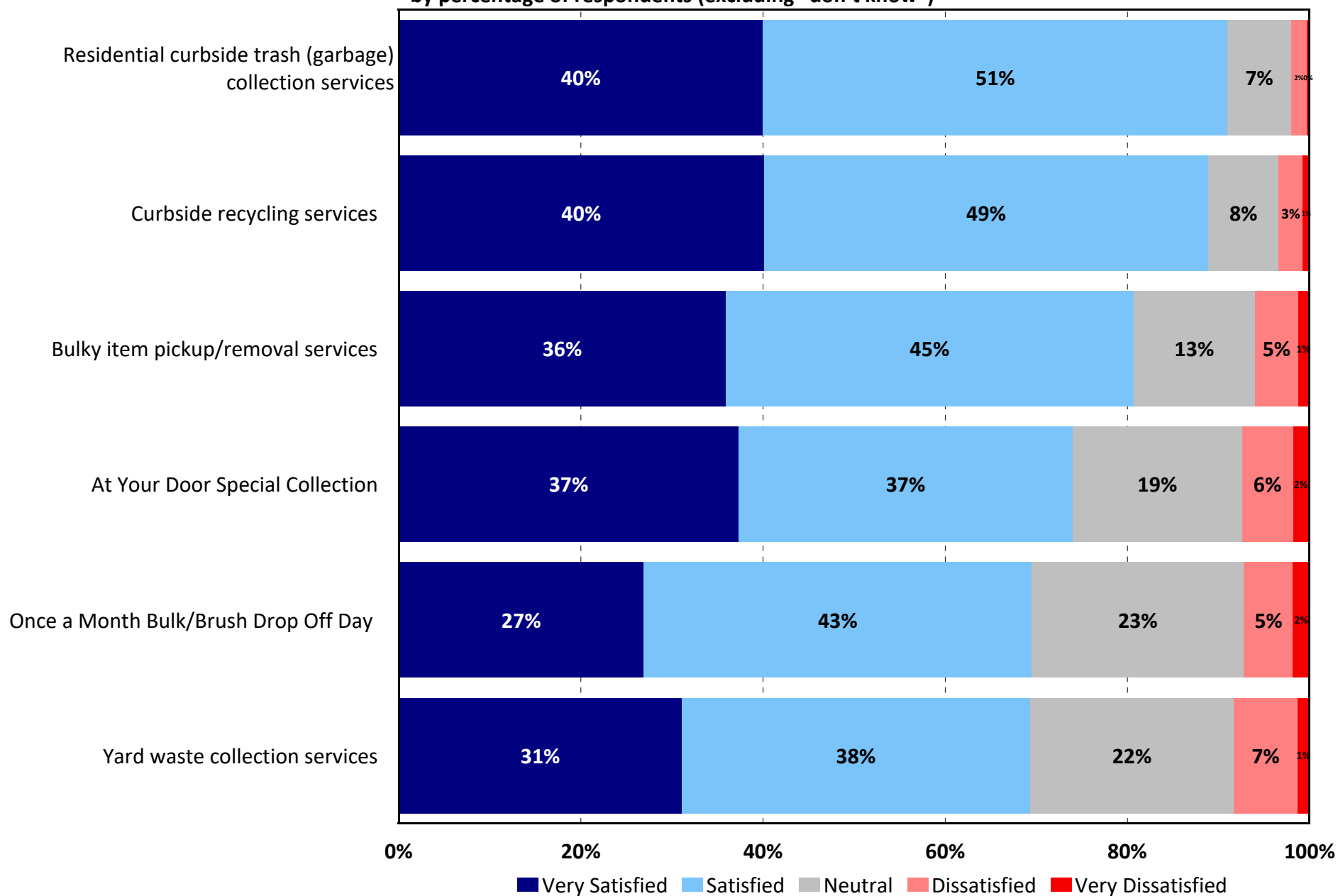
Q20. Water/Wastewater Services. Please rate your satisfaction with each of the following.

by percentage of respondents (excluding "don't know")



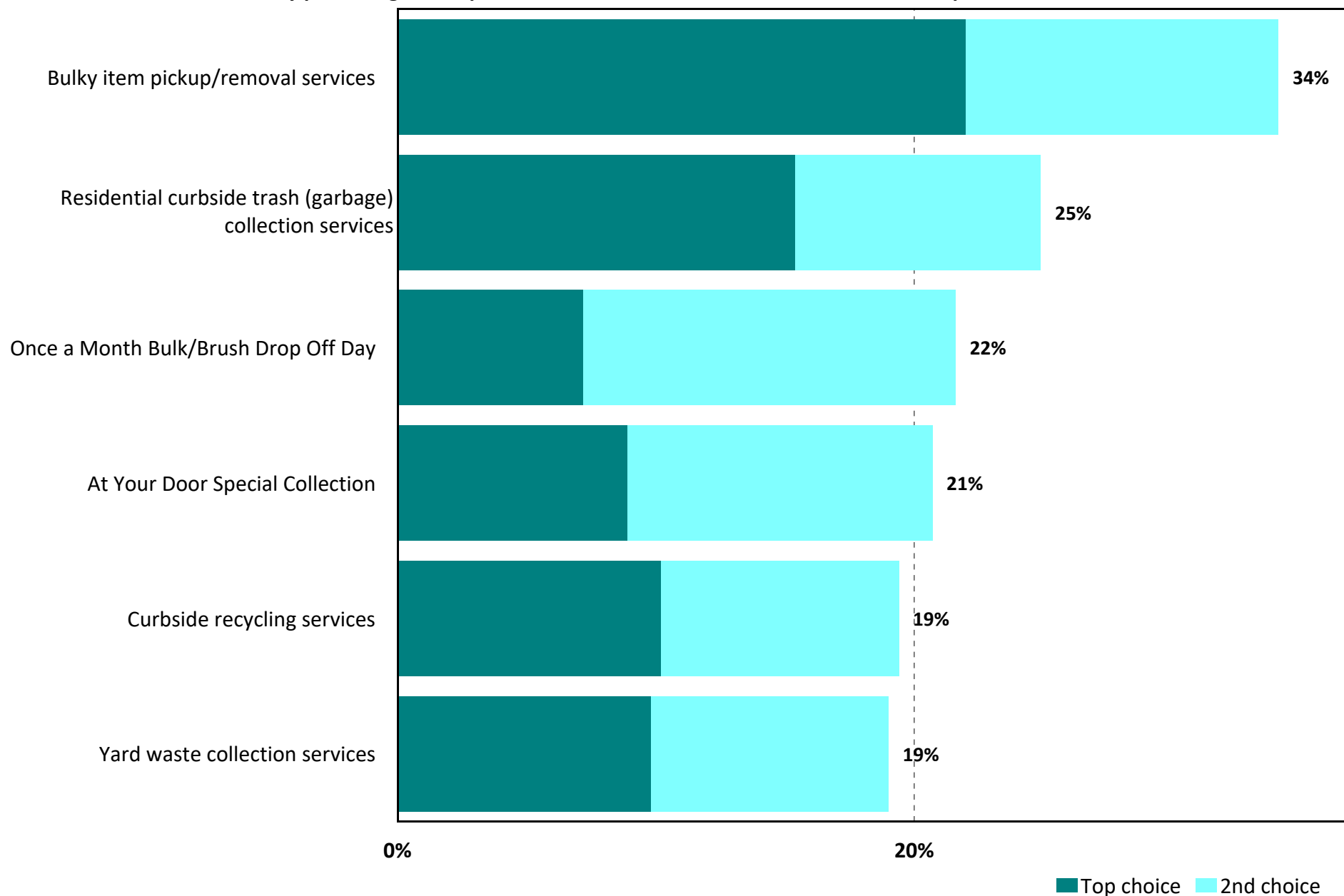
Q21. Garbage and Recycling Services. Please rate your satisfaction with each of the following.

by percentage of respondents (excluding "don't know")



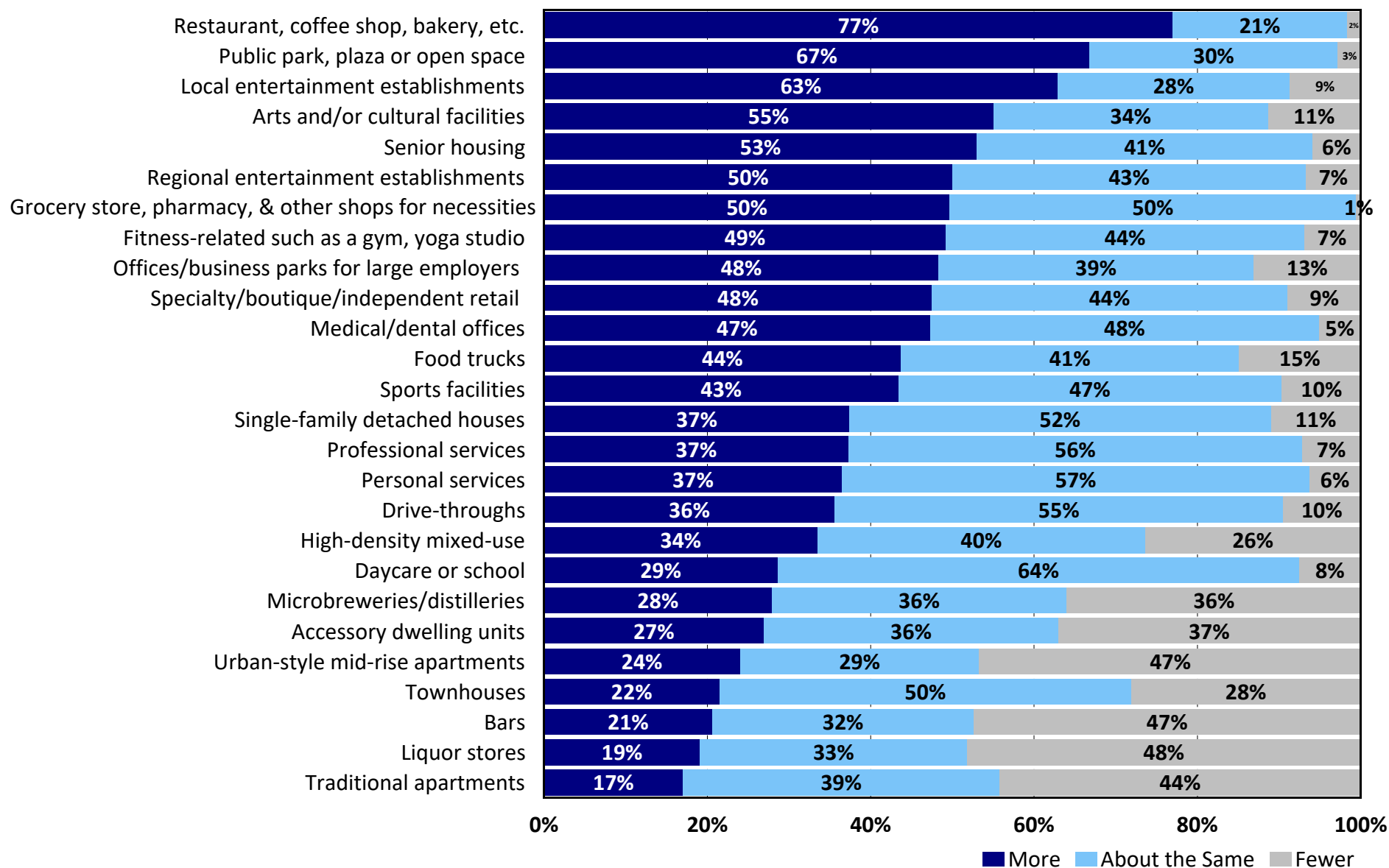
Q22. Which TWO of the items listed in Question 21 do you think should receive the MOST EMPHASIS from city leaders over the next two years?

by percentage of respondents who selected the items as one of their top two choices



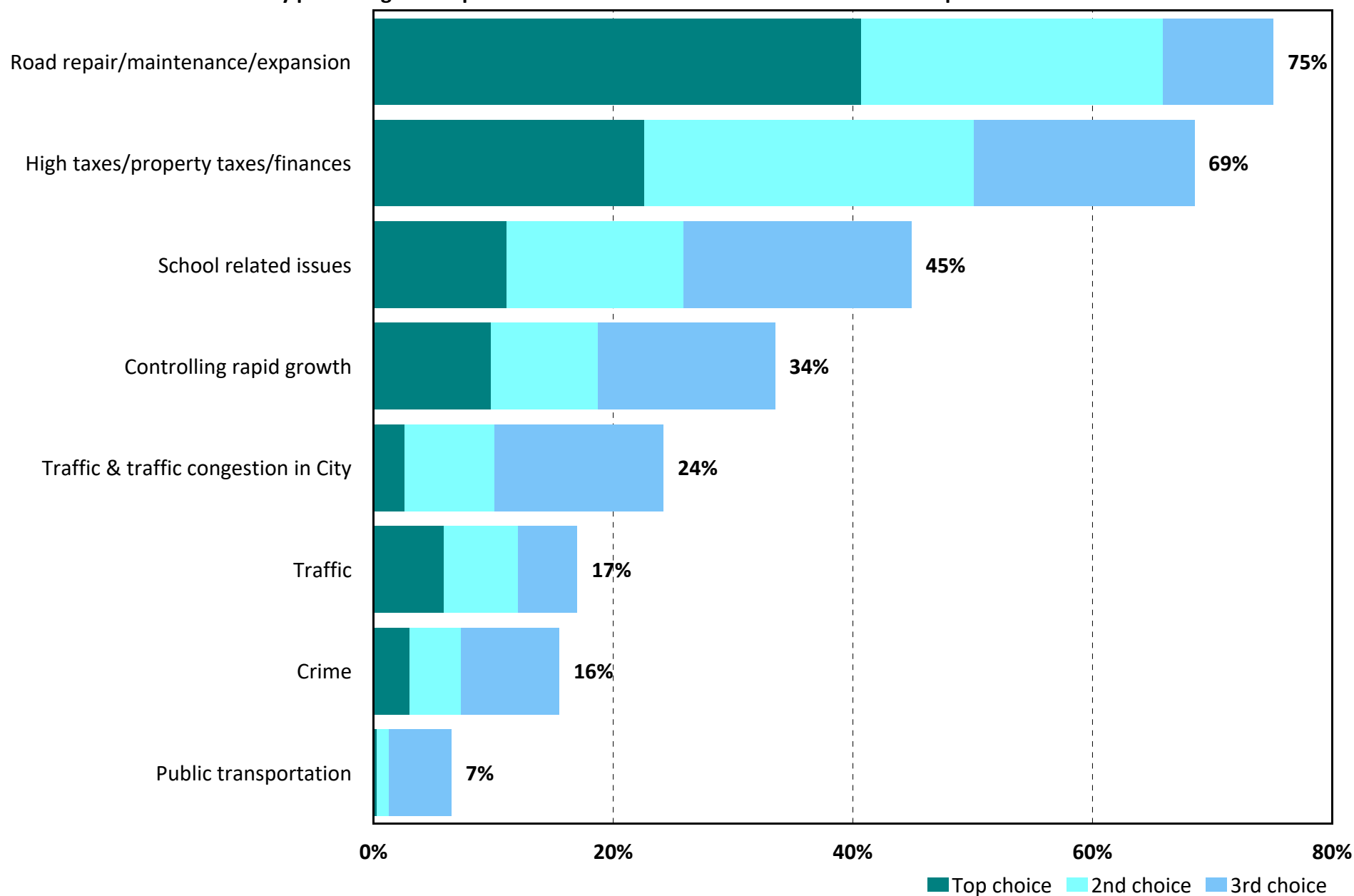
Q23. Land Use. When you think about the number and variety of places to live, work, and shop, would you like to see more, about the same, or fewer places in Robinson?

by percentage of respondents (excluding "don't know")



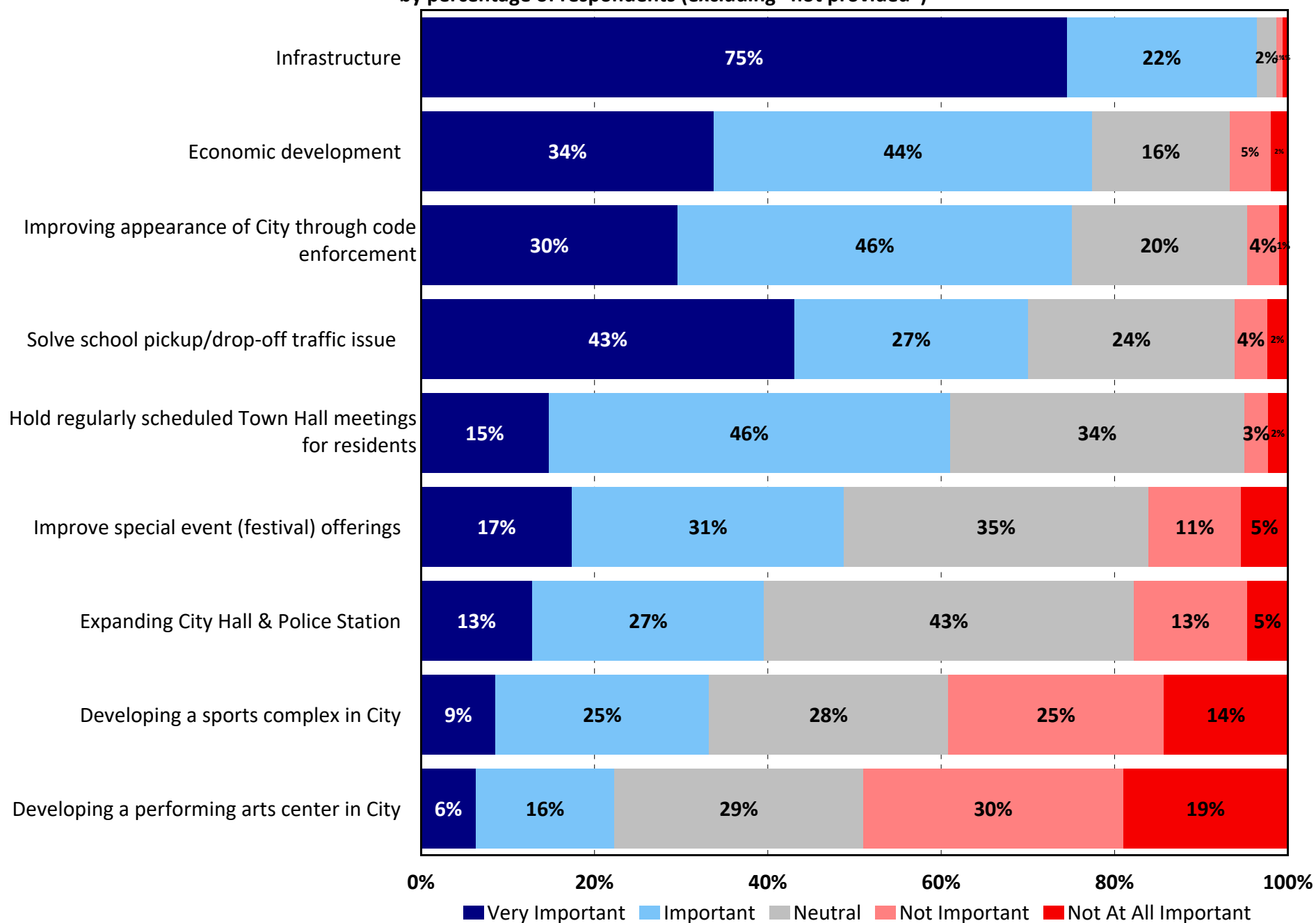
Q24. Which THREE of the items below do you believe will be the biggest issues Robinson will face in the next FIVE years?

by percentage of respondents who selected the items as one of their top three choices



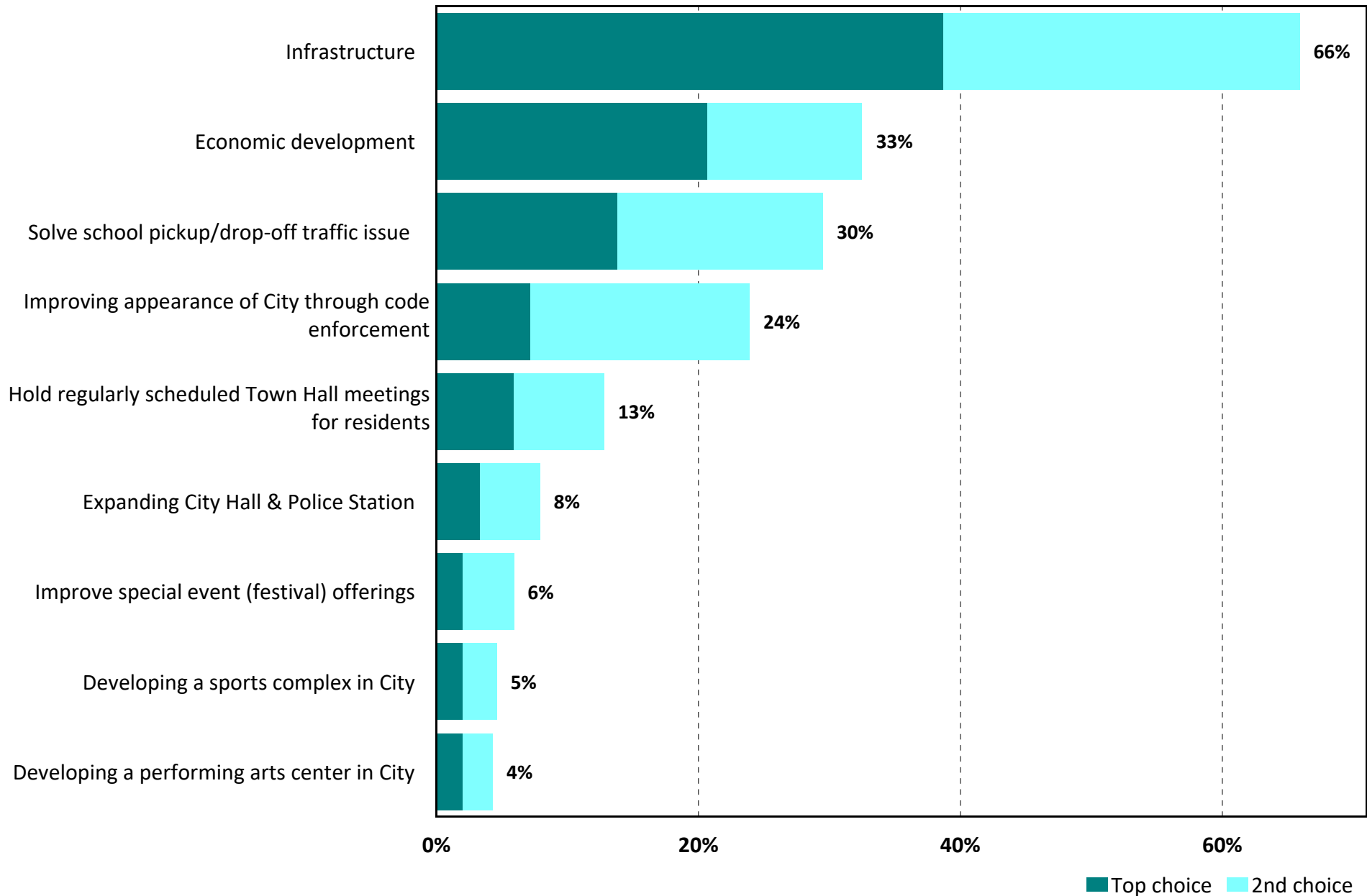
Q25. How important are the following areas of focus for you/your household?

by percentage of respondents (excluding "not provided")

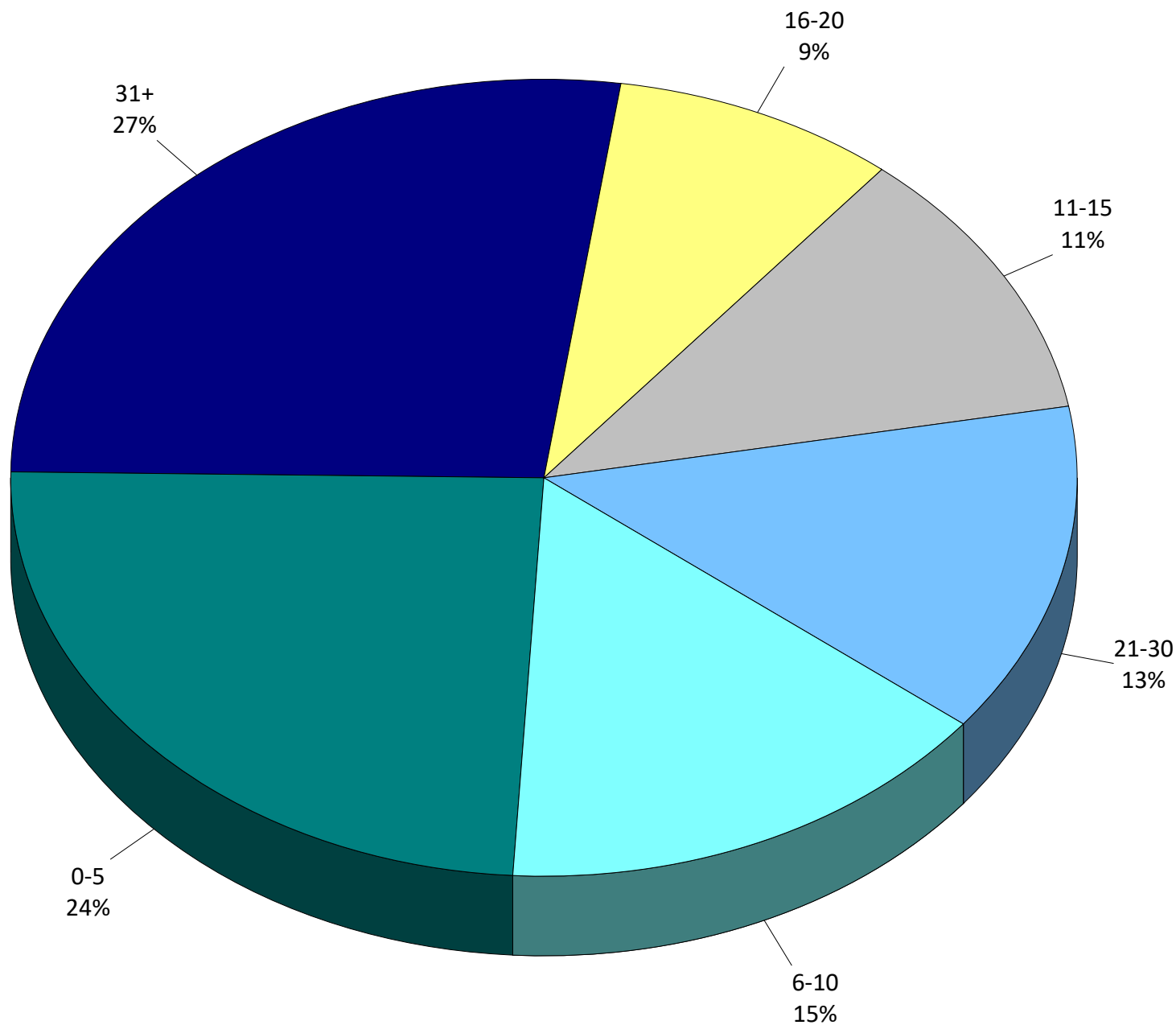


Q26. Which TWO of the items listed in Question 25 do you think should receive the most emphasis from city leaders over the next two years?

by percentage of respondents who selected the items as one of their top two choices

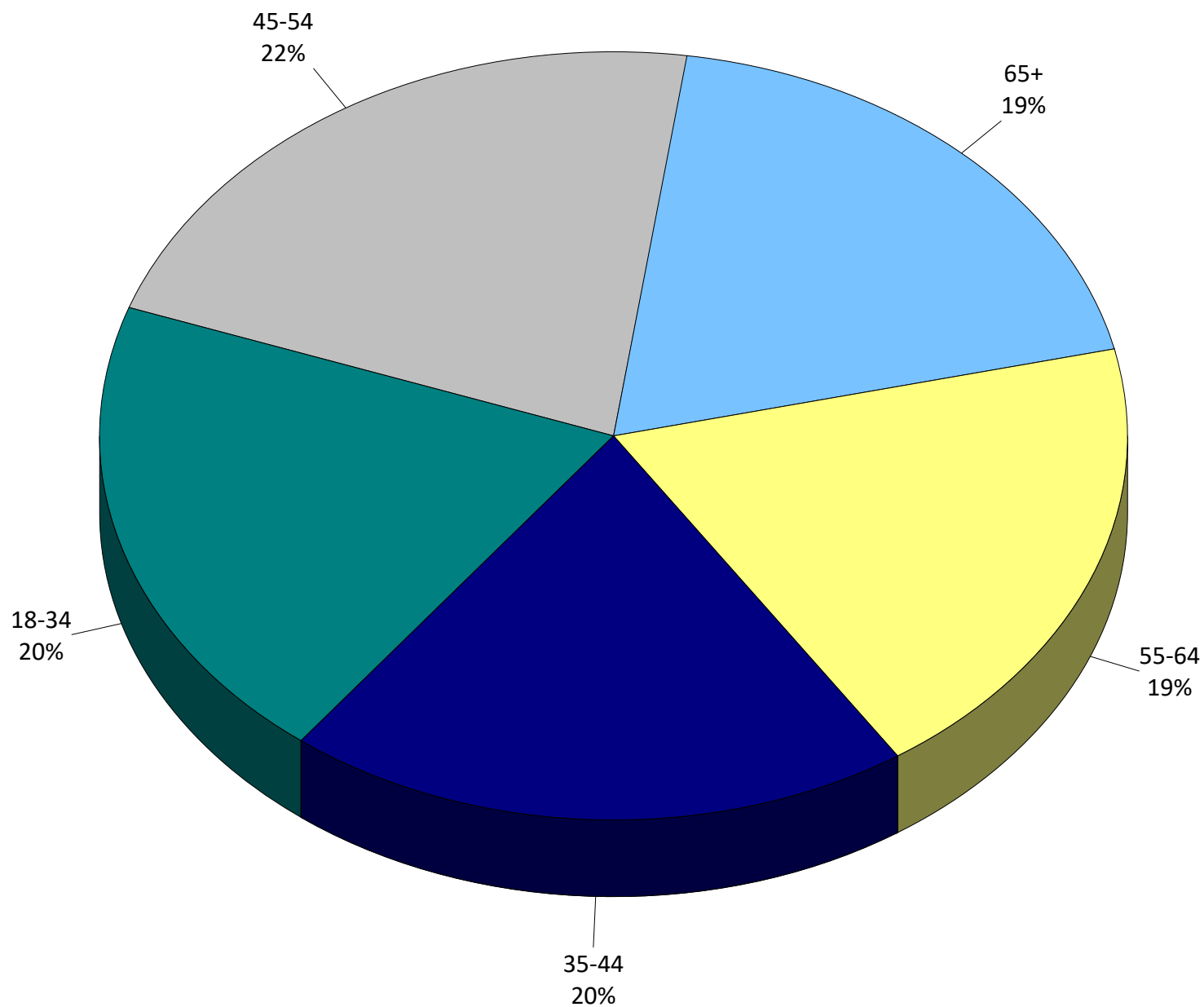


Q27. How many years have you lived in Robinson? by percentage of respondents (excluding "not provided")



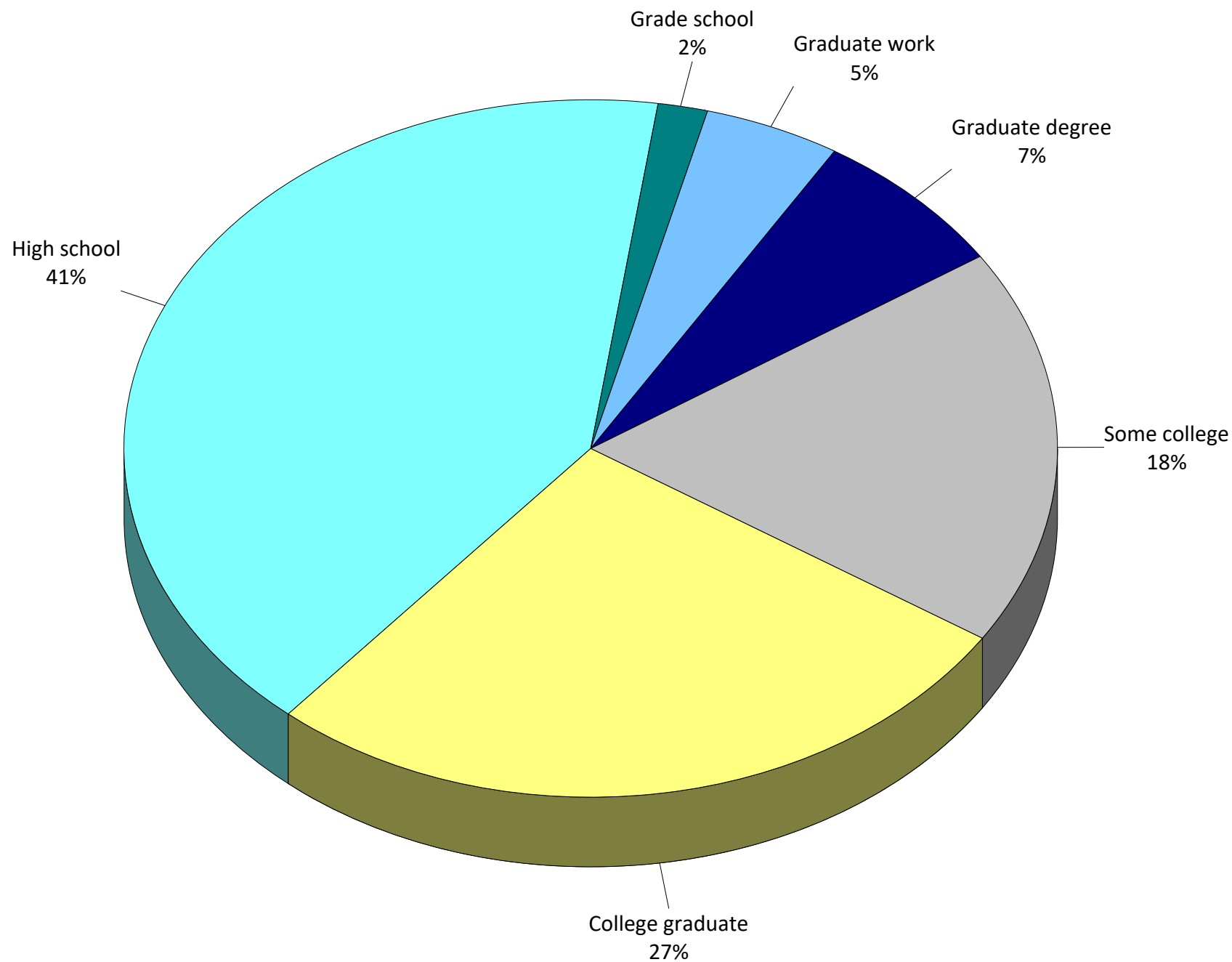
Q28. What is your age?

by percentage of respondents (excluding "not provided")



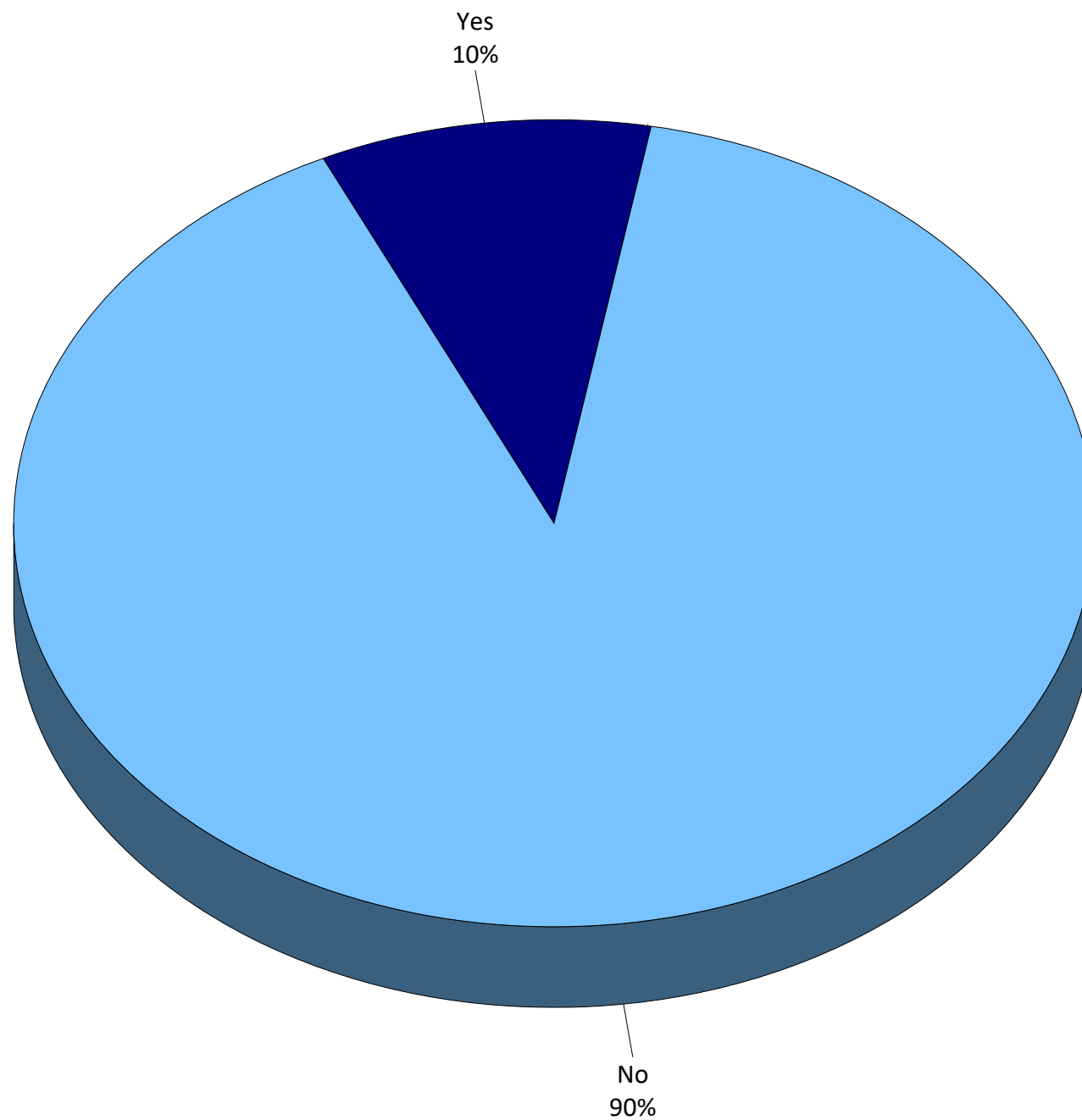
Q29. What is the highest level of formal education you completed?

by percentage of respondents (excluding "not provided")



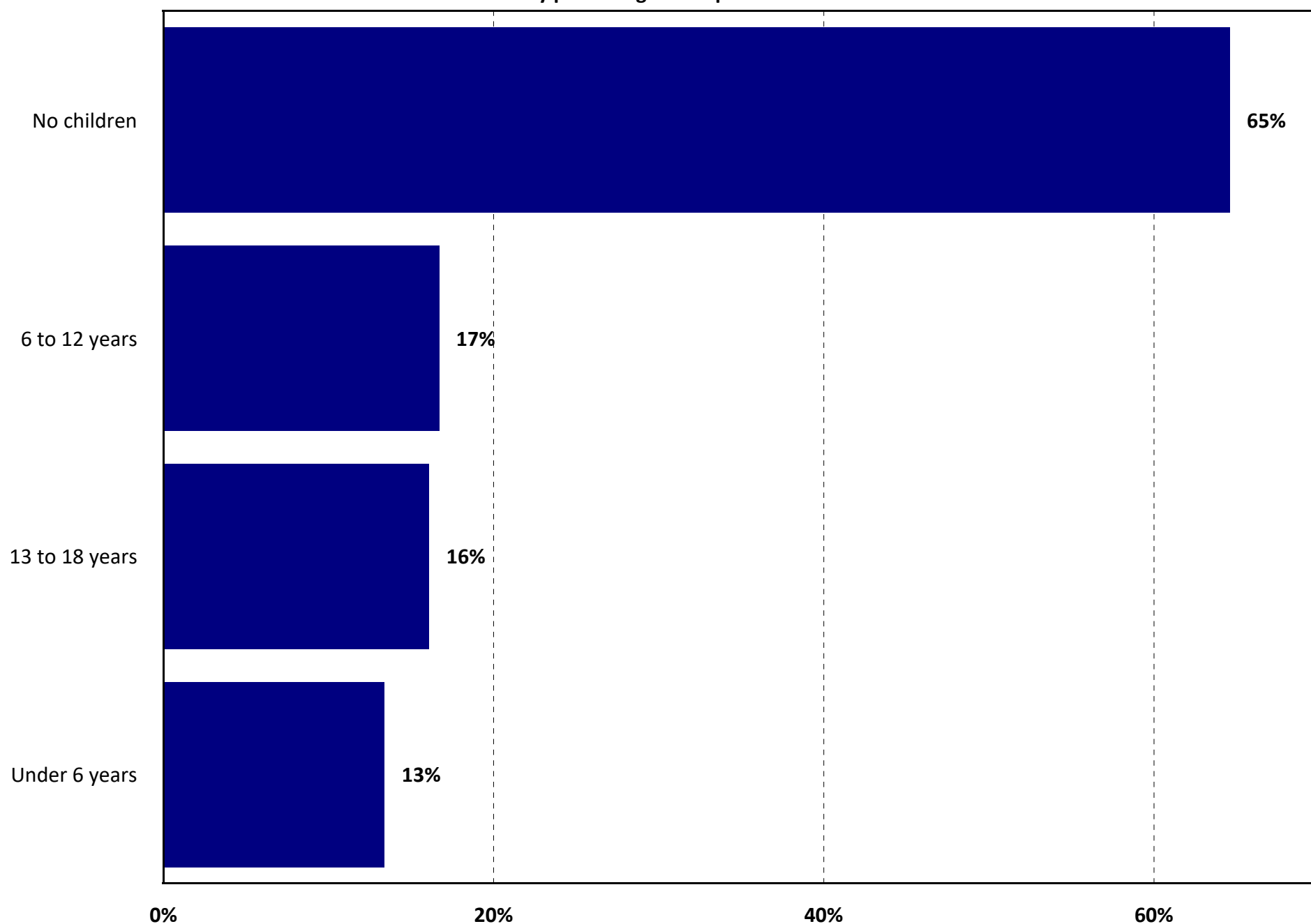
Q30. Do you work in the city of Robinson?

by percentage of respondents (excluding "not provided")



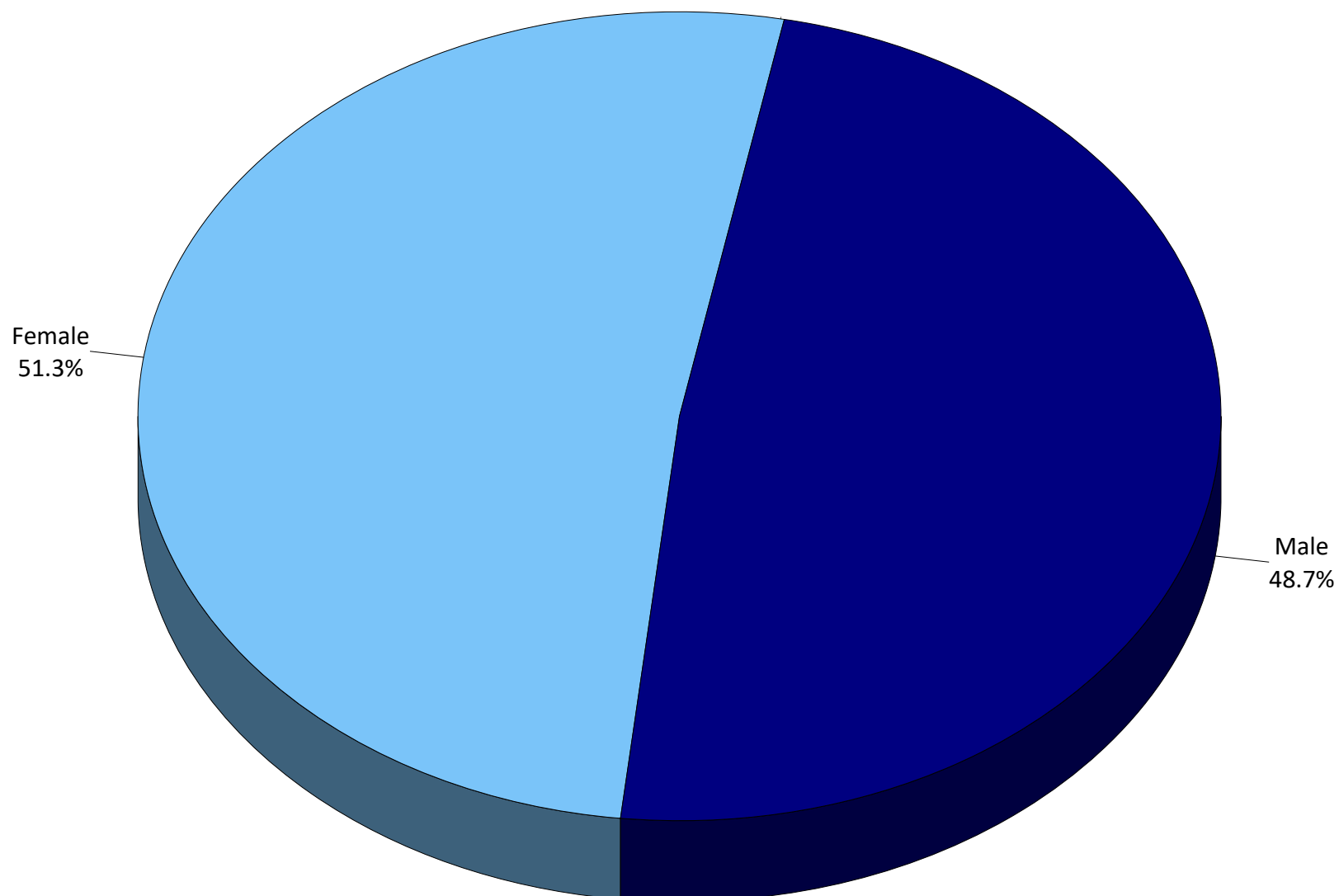
Q31. Do you have children living at home in the following age ranges?

by percentage of respondents



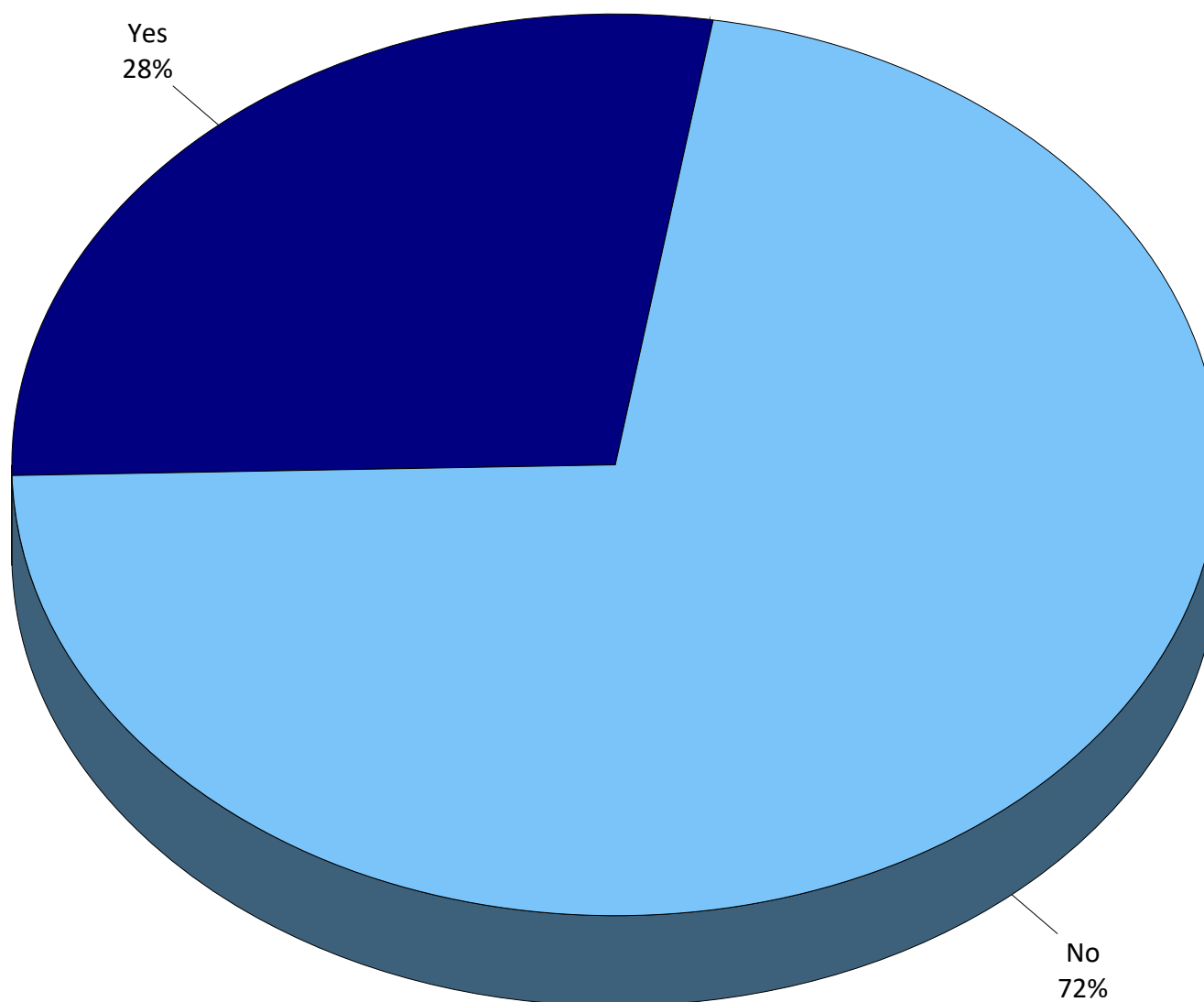
Q32. What is your gender?

by percentage of respondents (excluding "not provided")



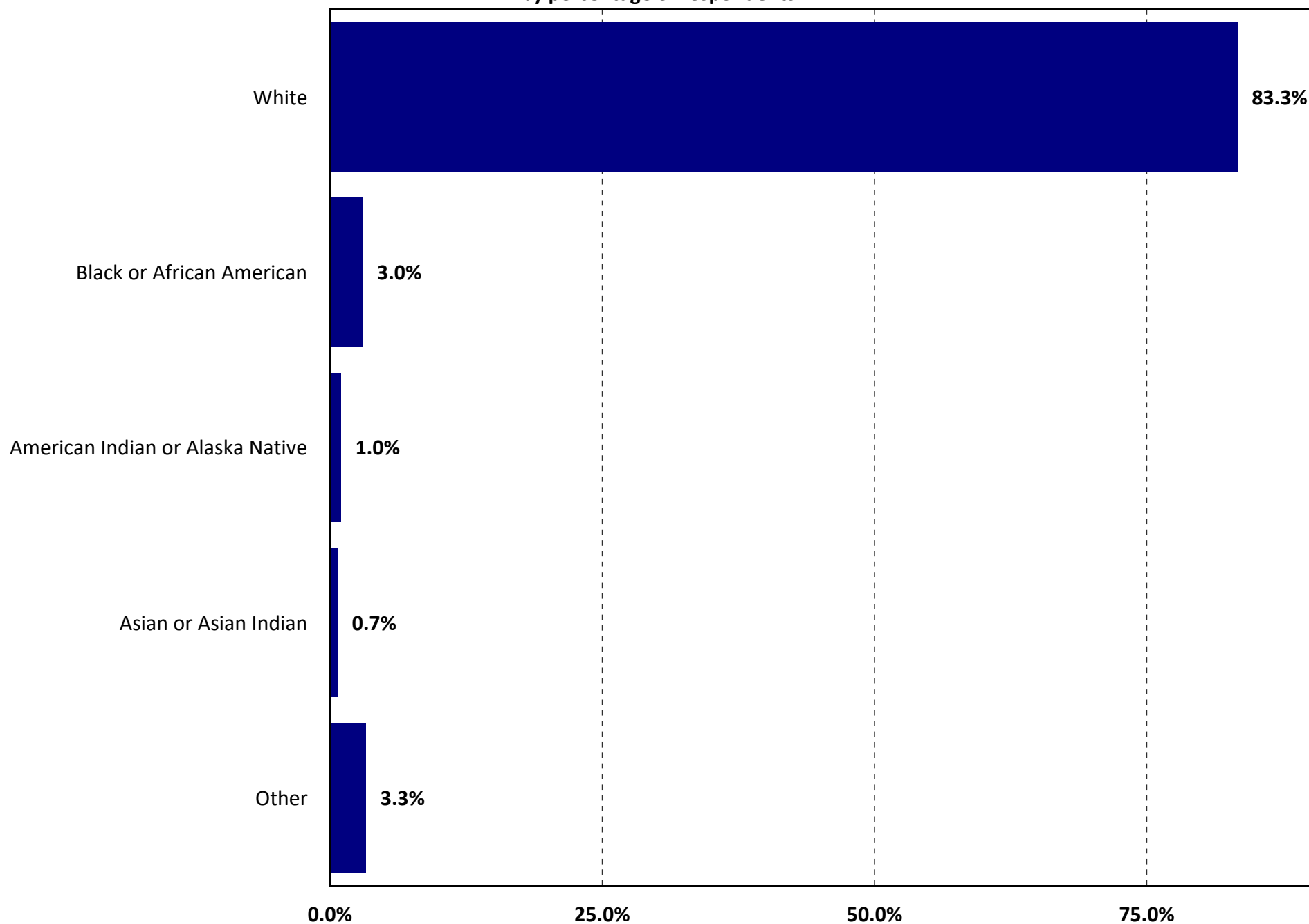
Q33. Are you of Hispanic, Latino, or other Spanish heritage?

by percentage of respondents (excluding "not provided")

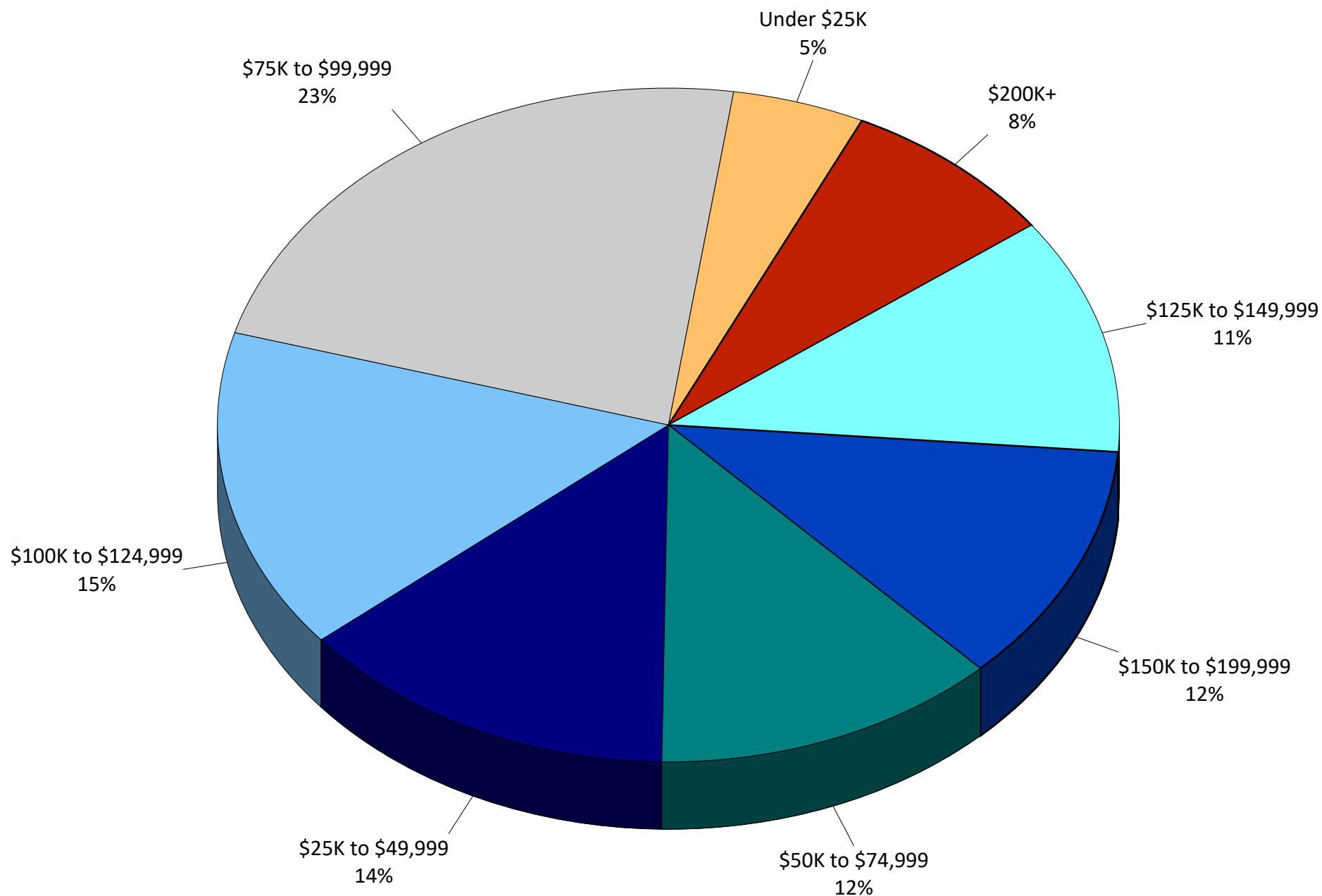


Q34. Which of the following best describes your race/ethnicity?

by percentage of respondents



Q35. Would you say your total annual household income is... by percentage of respondents (excluding "not provided")





Importance-Satisfaction Rating

Importance-Satisfaction Analysis

Robinson, TX

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first and second most important growth and development areas for Palm Beach Gardens. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding “Don’t Know” responses). “Don’t Know” responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the growth and development areas that are most important for the City to emphasize. Over half (52%) of households selected “*streetscapes throughout city*” as one of the most important areas for growth and development.

With regard to satisfaction, 70% of respondents surveyed rated “*streetscapes throughout the city*” as a “4” or “5” on a 5-point scale (where “5” means “Very Satisfied”) excluding “Don’t Know” responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 52% was multiplied by 30% (1-0.70). This calculation yielded an I-S rating of 0.1717, which ranked second out of 6 growth and development areas.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top two choices of importance and 0% indicate they are positively satisfied currently.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the two most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

A table showing the results for the City of Robinson is provided on the following pages.

Importance-Satisfaction Rating

City of Robinson, TX

Overall Quality of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Maintenance of City streets & sidewalks	88%	1	11%	12	0.7797	1
<u>High Priority (IS .10-.20)</u>						
Enforcement of City codes & ordinances	27%	3	33%	11	0.1828	2
Management of storm water runoff and flood prevention	25%	5	35%	10	0.1633	3
Water services	36%	2	56%	8	0.1609	4
Traffic flow & congestion management in Robinson	27%	4	60%	6	0.1084	5
<u>Medium Priority (IS < .10)</u>						
City communication with the public	18%	6	58%	7	0.0749	6
Parks	13%	8	70%	3	0.0400	7
Customer service provided by City employees	8%	10	62%	5	0.0314	8
Police services	16%	7	83%	1	0.0280	9
Wastewater services	6%	11	63%	4	0.0230	10
Trash, recycling, & yard waste collection services	9%	9	82%	2	0.0167	11
Municipal court services	2%	12	40%	9	0.0096	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Rating

City of Robinson, TX

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Visibility of police in neighborhoods	48%	1	70%	6	0.1439	1
City's efforts to prevent crime	47%	2	73%	4	0.1271	2
Medium Priority (IS <.10)						
Quality of animal control services	24%	5	63%	8	0.0909	3
Enforcement of local traffic laws	30%	3	70%	5	0.0891	4
Quality of EMS services	21%	7	69%	7	0.0659	5
How quickly police officers respond to emergencies	19%	8	76%	3	0.0449	6
Overall quality of local police protection	30%	4	86%	2	0.0417	7
Quality fire protection	23%	6	88%	1	0.0288	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Rating

City of Robinson, TX

Peplow Park

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Number of walking trails	35%	2	44%	7	0.1952	1
Maintenance of City park	37%	1	63%	2	0.1380	2
City-sponsored special events	31%	3	57%	5	0.1350	3
Quality of art in public places	14%	8	26%	9	0.1038	4
Medium Priority (IS <.10)						
Quality of playground equipment	24%	5	59%	4	0.0970	5
Quality of facilities to rent	18%	6	55%	6	0.0791	6
Overall appearance of City park	27%	4	71%	1	0.0783	7
Fees charged for facility rentals	11%	9	41%	8	0.0620	8
How close neighborhood parks are to your home	15%	7	60%	3	0.0612	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Rating

City of Robinson, TX

Transportation and Connectivity

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS>.20)</u>						
Availability of public sidewalks	58%	1	11%	5	0.5186	1
Availability of bicycle infrastructure	23%	4	11%	6	0.2059	2
<u>High Priority (IS .10-.20)</u>						
Availability of public transportation	18%	5	12%	4	0.1628	3
Flow of traffic along commercial streets	32%	2	57%	2	0.1361	4
Flow of traffic on residential streets	30%	3	55%	3	0.1338	5
Ease of access to interstate system	10%	6	76%	1	0.0247	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the two items they think are most important for the city to emphasize over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Rating

City of Robinson, TX

Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Maintenance of streets in your neighborhood	53%	1	28%	7	0.3850	1
Pedestrian accessibility & walkability	36%	2	11%	8	0.3225	2
Adequacy of street lighting	31%	3	31%	6	0.2161	3
<u>High Priority (IS .10-.20)</u>						
Mowing & trimming along City streets & other public areas	18%	4	34%	5	0.1222	4
<u>Medium Priority (IS < .10)</u>						
Maintenance of major City streets & traffic signals provided by TXDOT	15%	5	53%	2	0.0717	5
Cleanliness of City streets & other public areas	14%	6	48%	3	0.0715	6
Appearance/condition of City medians, rights of way, & other public areas	7%	7	37%	4	0.0438	7
Maintenance of street signs	5%	8	57%	1	0.0222	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next three years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Rating

City of Robinson, TX

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Enforcement of cleanup of junk & debris on private property	58%	1	19%	7	0.4715	1
Enforcement of mowing of weeds & grass on private property	47%	2	28%	6	0.3386	2
<u>High Priority (IS .10-.20)</u>						
Enforcement of parking on public roadways	19%	3	33%	2	0.1287	3
<u>Medium Priority (IS < .10)</u>						
Enforcement of parking on private property	13%	4	30%	5	0.0945	4
Enforcement of living out of campers	9%	5	32%	3	0.0608	5
Overall responsiveness of code enforcement staff to your requests	7%	6	31%	4	0.0455	6
Enforcement of sign regulations	6%	7	38%	1	0.0346	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next three years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Importance-Satisfaction Rating

City of Robinson, TX

Garbage and Recycling Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Once a Month Bulk/Brush Drop Off Day	22%	3	70%	5	0.0659	1
Bulky item pickup/removal services	34%	1	81%	3	0.0658	2
Yard waste collection services	19%	6	69%	6	0.0583	3
At Your Door Special Collection	21%	4	74%	4	0.0538	4
Residential curbside trash (garbage) collection services	25%	2	91%	1	0.0224	5
Curbside recycling services	19%	5	89%	2	0.0214	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the three items they think are most important for the city to emphasize over the next three years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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Benchmarks

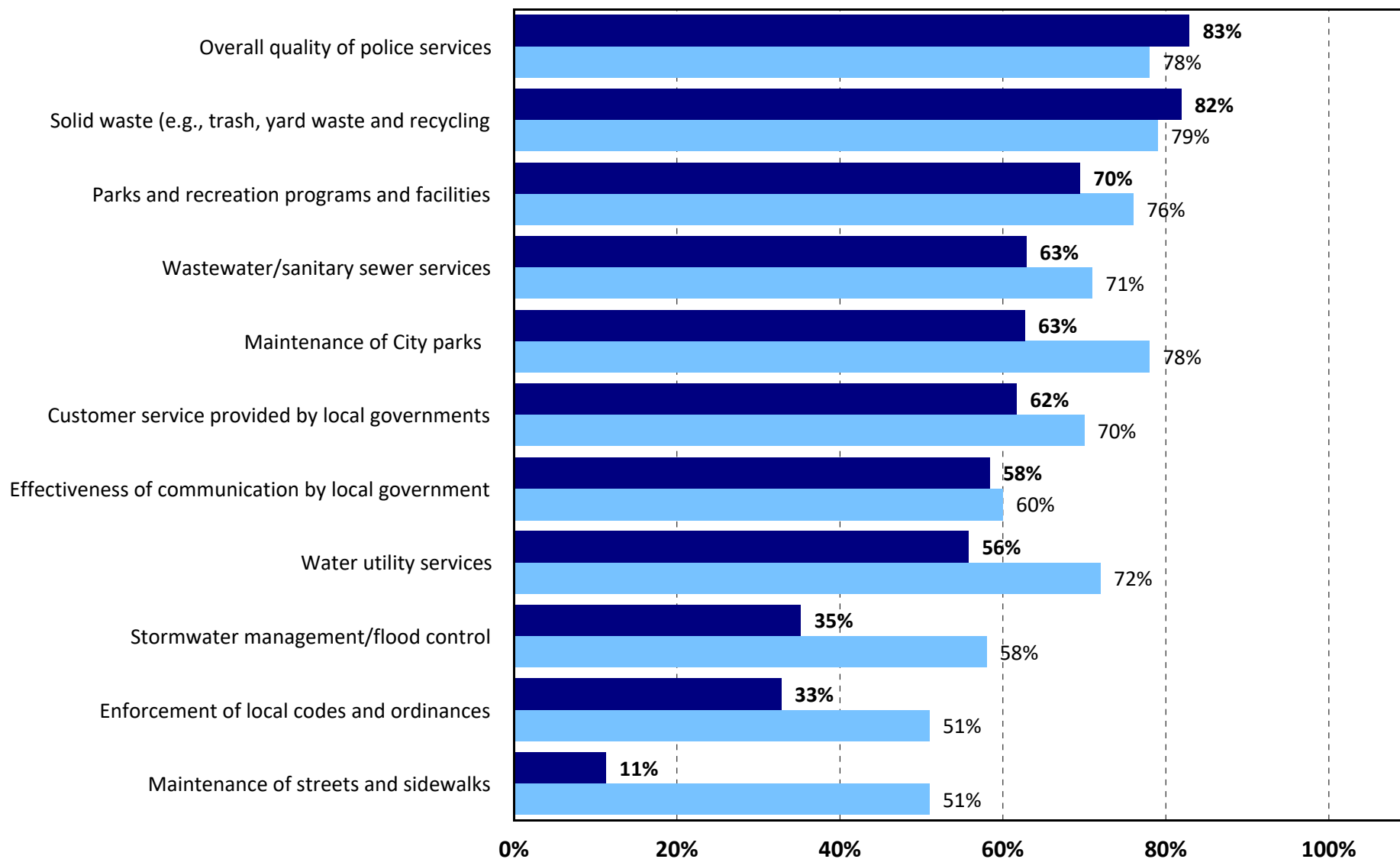
National Benchmarks

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Overall Satisfaction with City Services

City of Robinson vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



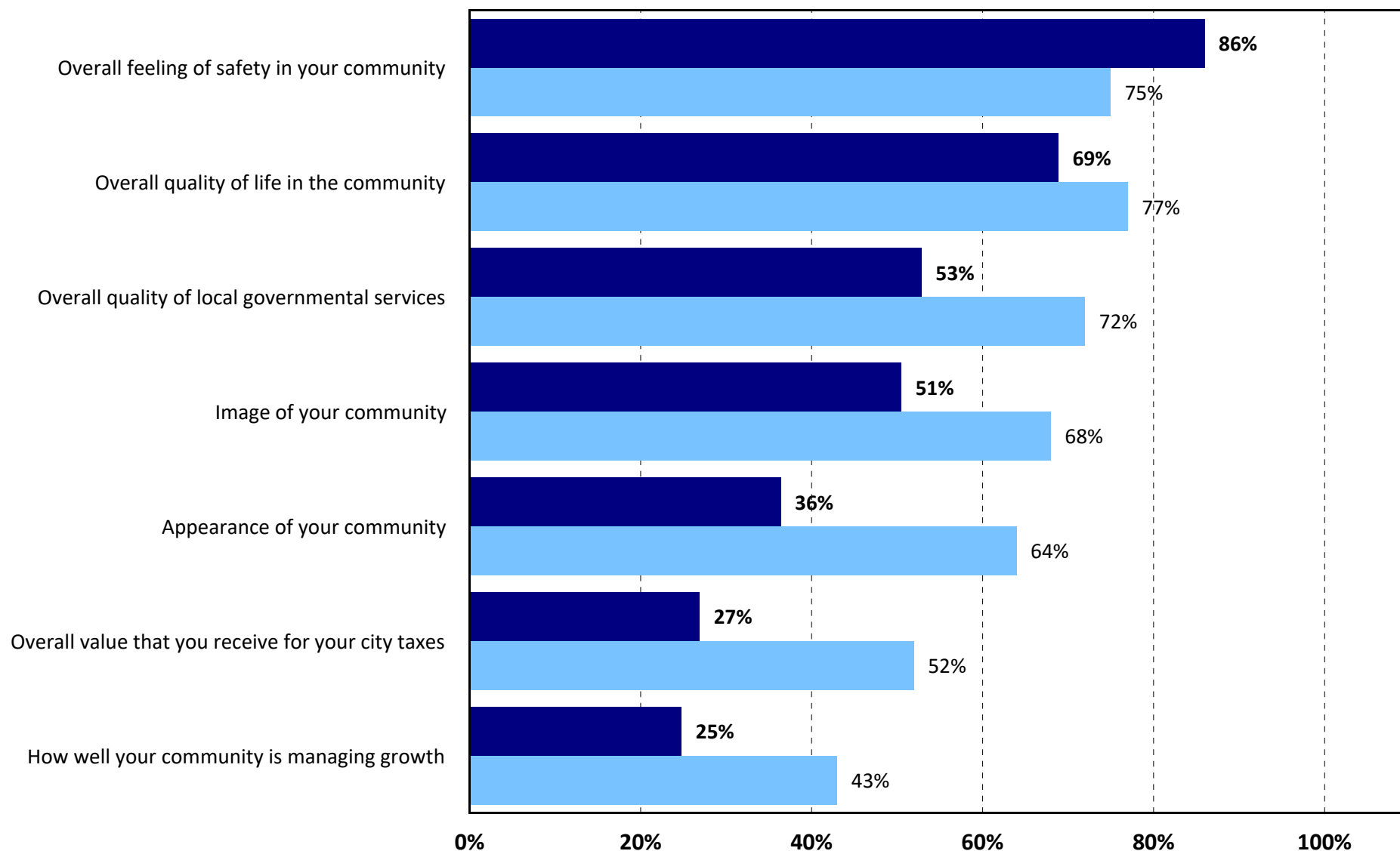
Source: 2023 ETC Institute

ETC Institute (2023)

Robinson U.S.

Overall Satisfaction with Perceptions of City City of Robinson vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



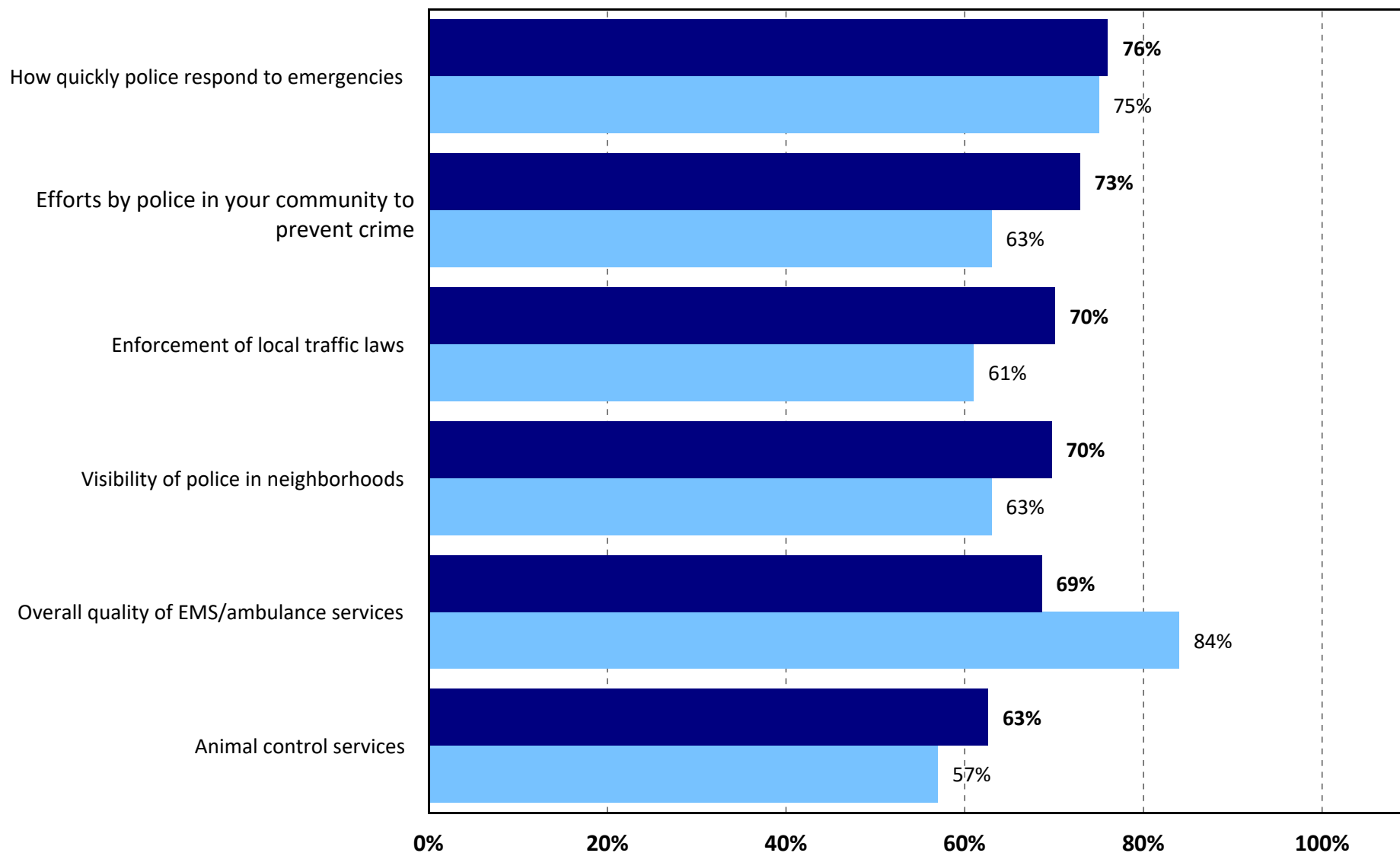
Source: 2023 ETC Institute

ETC Institute (2023)

■ Robinson ■ U.S.

Overall Satisfaction with Public Safety City of Robinson vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



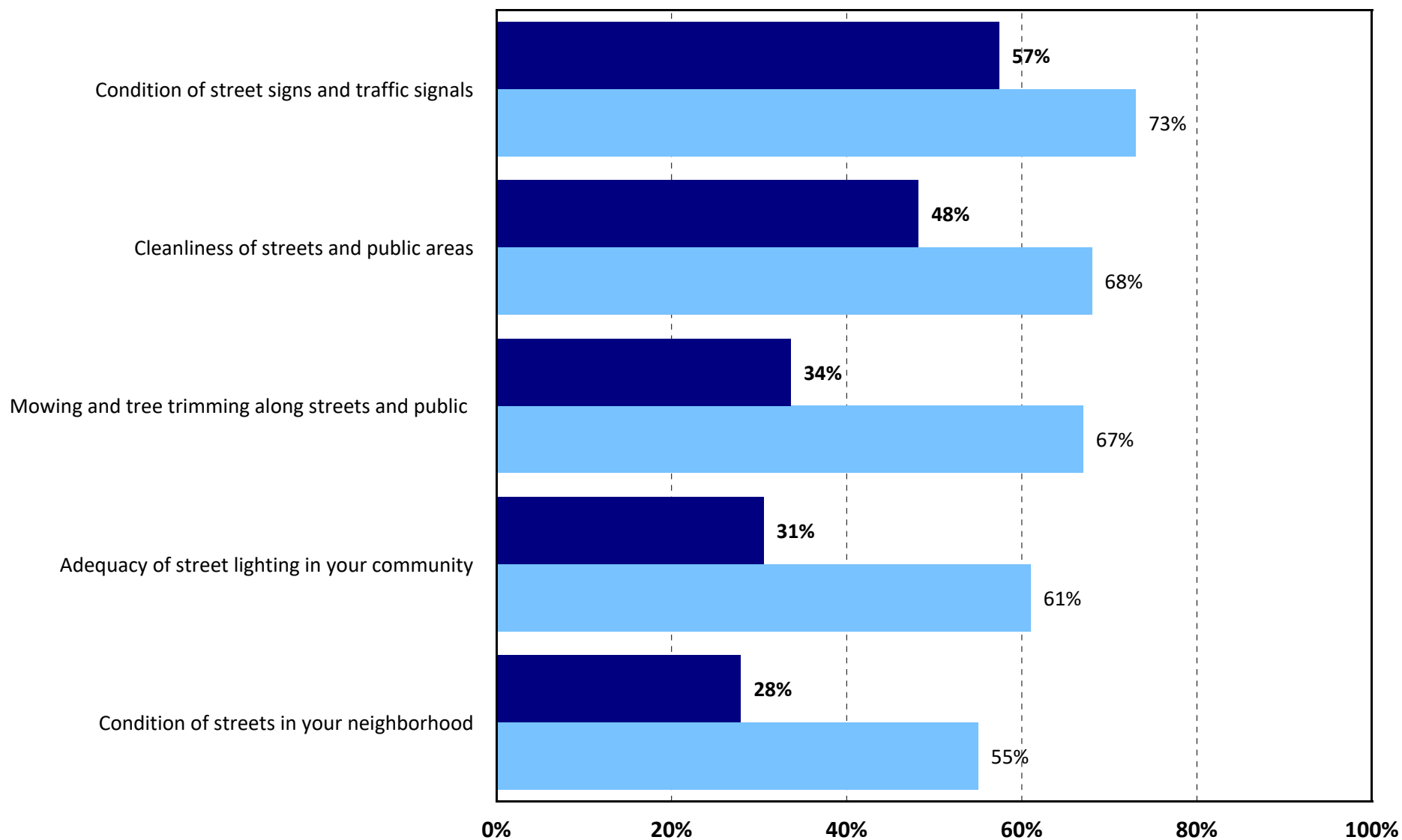
Source: 2023 ETC Institute

ETC Institute (2023)

■ Robinson ■ U.S.

Overall Satisfaction with Maintenance City of Robinson vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



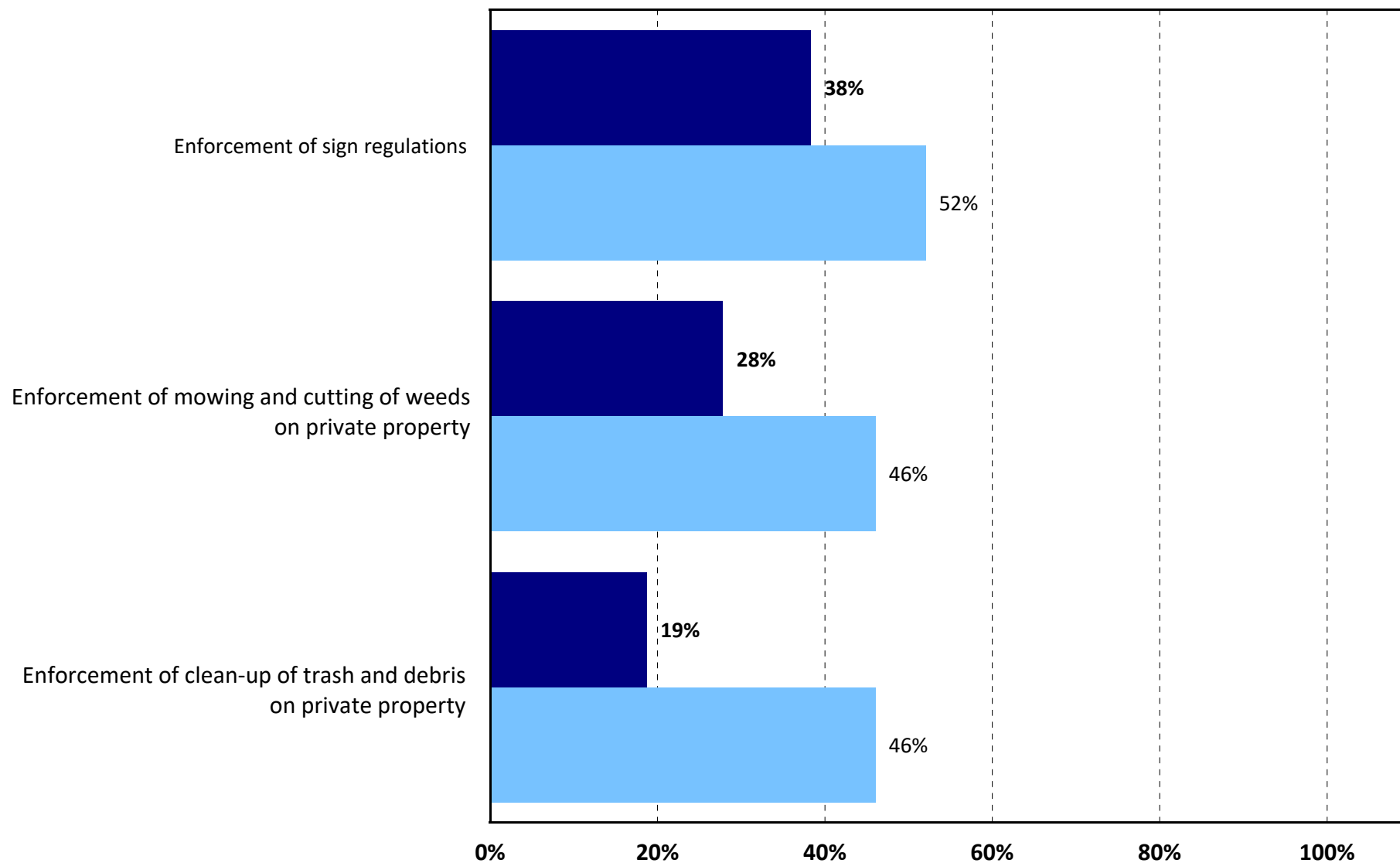
Source: 2023 ETC Institute

ETC Institute (2023)

■ Robinson ■ U.S.

Overall Satisfaction with Code Enforcement City of Robinson vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



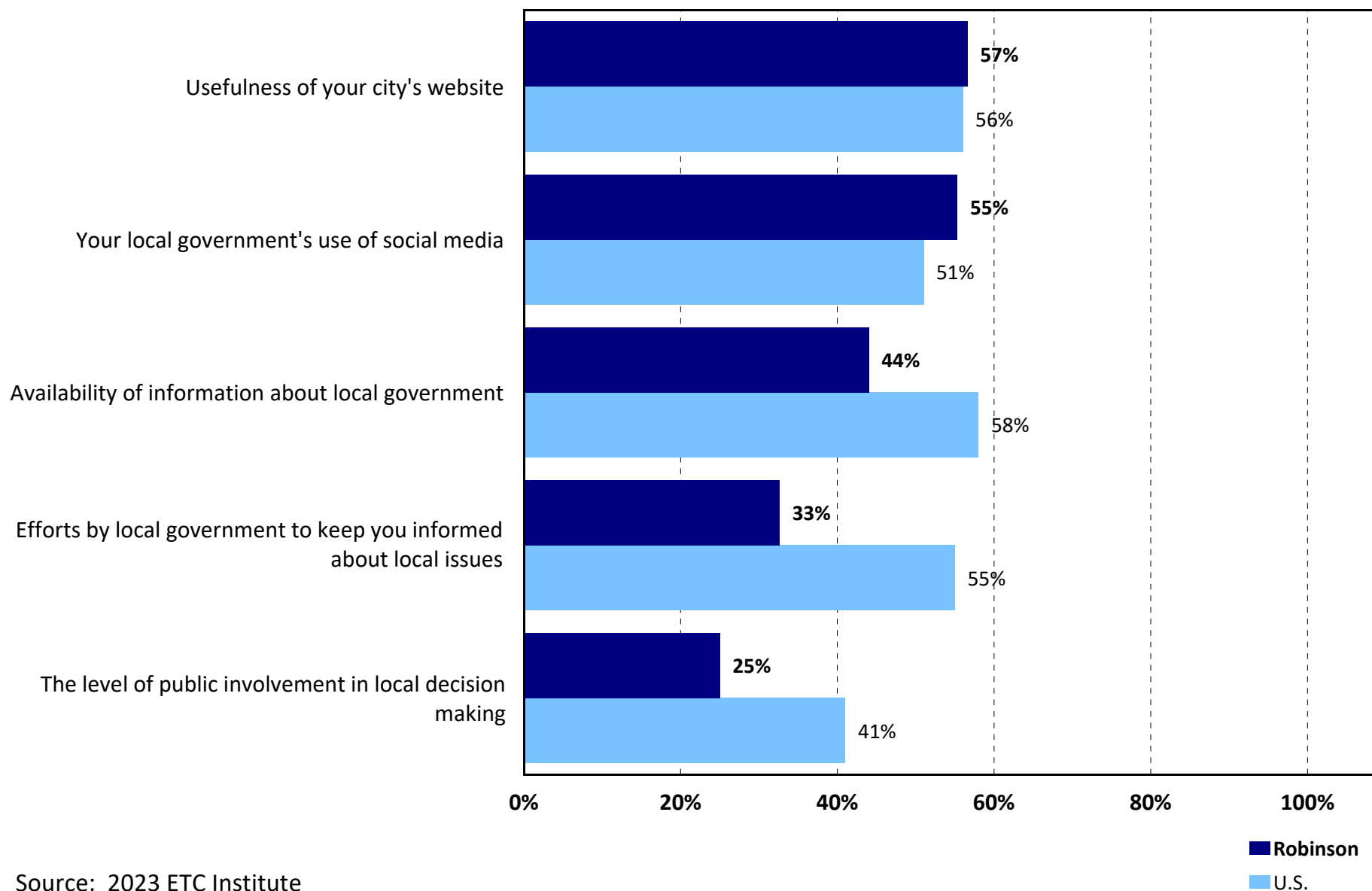
Source: 2023 ETC Institute

ETC Institute (2023)

■ Robinson ■ U.S.

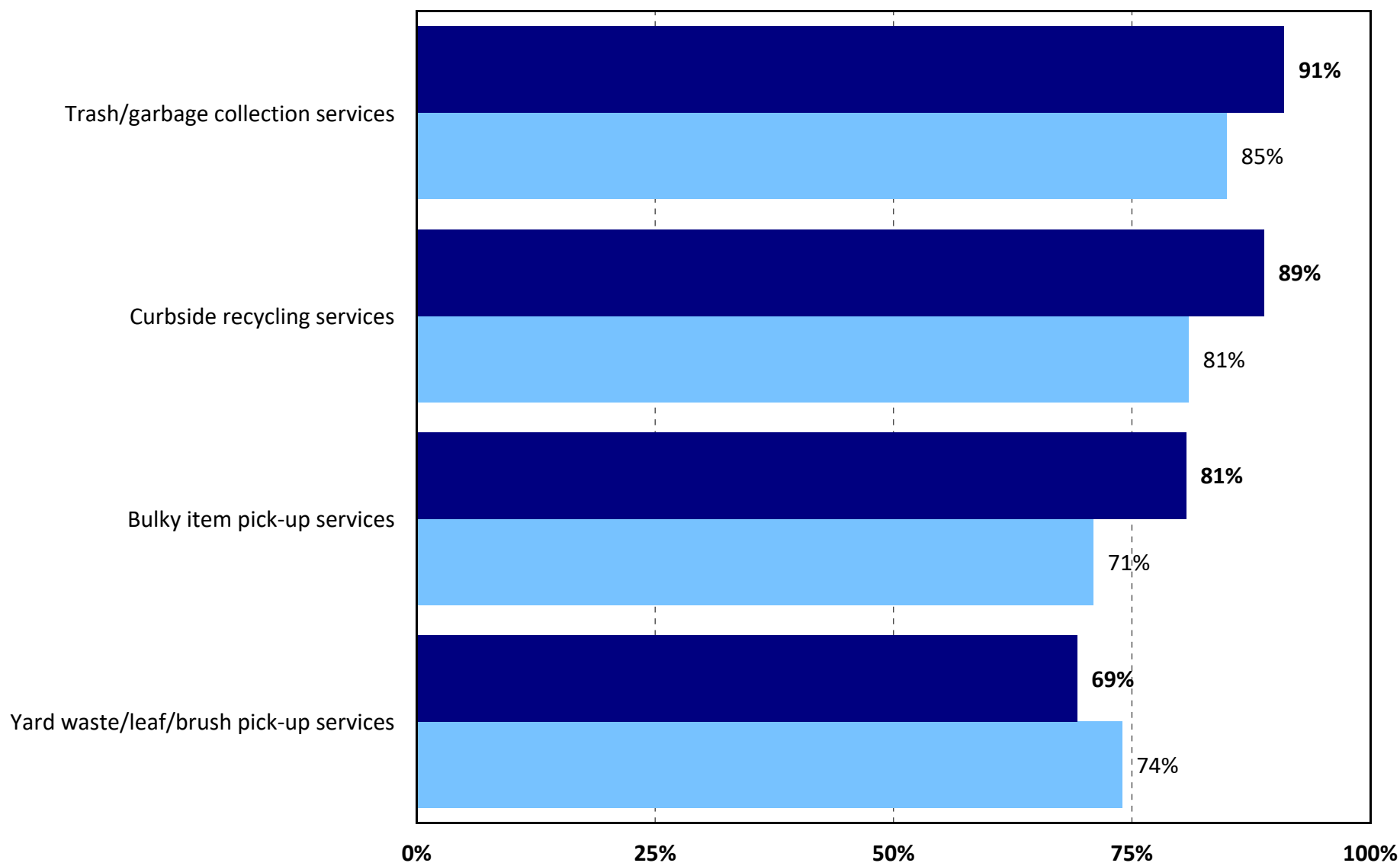
Overall Satisfaction with Communication City of Robinson vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Garbage and Recycling Services City of Robinson vs. U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



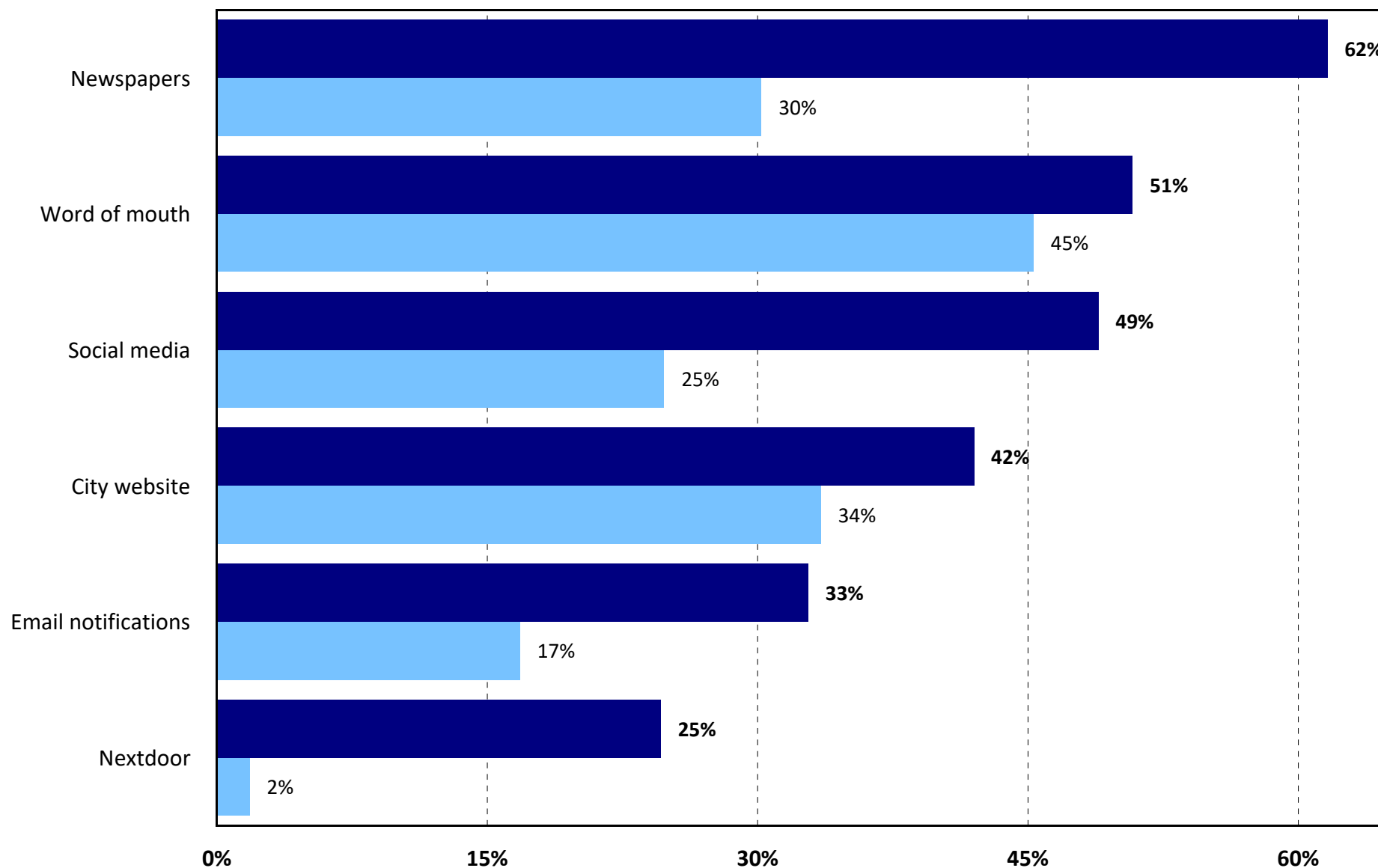
Source: 2023 ETC Institute

ETC Institute (2023)

■ Robinson ■ U.S.

Use of Communication Methods City of Robinson vs. U.S.

by percentage of respondents who use the service



Source: 2023 ETC Institute

ETC Institute (2023)

■ Newark ■ U.S.



Tabular Data

Q1. Overall Quality of City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Robinson.

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q1-1. City communication with the public	14.8%	41.3%	29.8%	6.9%	3.3%	3.9%
Q1-2. Customer service provided by City employees	16.1%	39.3%	27.5%	6.2%	0.7%	10.2%
Q1-3. Enforcement of City codes & ordinances	8.5%	20.7%	37.0%	15.4%	7.5%	10.8%
Q1-4. Maintenance of City streets & sidewalks	3.0%	8.2%	12.5%	31.8%	43.3%	1.3%
Q1-5. Management of storm water runoff & flood prevention	7.2%	24.9%	28.9%	19.3%	10.8%	8.9%
Q1-6. Municipal court services	6.9%	16.4%	32.8%	1.3%	0.3%	42.3%
Q1-7. Parks	15.1%	48.5%	22.6%	4.6%	0.7%	8.5%
Q1-8. Police services	28.2%	52.5%	12.8%	2.3%	1.6%	2.6%
Q1-9. Traffic flow & congestion management in Robinson	13.1%	44.6%	21.3%	13.1%	4.6%	3.3%
Q1-10. Trash, recycling, & yard waste collection services	33.4%	47.9%	11.5%	4.9%	1.6%	0.7%
Q1-11. Wastewater services	14.1%	39.7%	23.9%	5.6%	2.3%	14.4%
Q1-12. Water services	13.4%	41.3%	20.0%	13.1%	10.2%	2.0%

WITHOUT DON'T KNOW

Q1. Overall Quality of City Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Robinson. (without "don't know")

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. City communication with the public	15.4%	43.0%	31.1%	7.2%	3.4%
Q1-2. Customer service provided by City employees	17.9%	43.8%	30.7%	6.9%	0.7%
Q1-3. Enforcement of City codes & ordinances	9.6%	23.2%	41.5%	17.3%	8.5%
Q1-4. Maintenance of City streets & sidewalks	3.0%	8.3%	12.6%	32.2%	43.9%
Q1-5. Management of storm water runoff & flood prevention	7.9%	27.3%	31.7%	21.2%	11.9%
Q1-6. Municipal court services	11.9%	28.4%	56.8%	2.3%	0.6%
Q1-7. Parks	16.5%	53.0%	24.7%	5.0%	0.7%
Q1-8. Police services	29.0%	53.9%	13.1%	2.4%	1.7%
Q1-9. Traffic flow & congestion management in Robinson	13.6%	46.1%	22.0%	13.6%	4.7%
Q1-10. Trash, recycling, & yard waste collection services	33.7%	48.2%	11.6%	5.0%	1.7%
Q1-11. Wastewater services	16.5%	46.4%	28.0%	6.5%	2.7%
Q1-12. Water services	13.7%	42.1%	20.4%	13.4%	10.4%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
City communication with the public	4	1.3 %
Customer service provided by City employees	5	1.6 %
Enforcement of City codes & ordinances	19	6.2 %
Maintenance of City streets & sidewalks	194	63.6 %
Management of storm water runoff & flood prevention	11	3.6 %
Parks	5	1.6 %
Police services	9	3.0 %
Traffic flow & congestion management in Robinson	7	2.3 %
Trash, recycling, & yard waste collection services	3	1.0 %
Wastewater services	3	1.0 %
Water services	33	10.8 %
None chosen	12	3.9 %
Total	305	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City communication with the public	19	6.2 %
Customer service provided by City employees	11	3.6 %
Enforcement of City codes & ordinances	27	8.9 %
Maintenance of City streets & sidewalks	57	18.7 %
Management of storm water runoff & flood prevention	34	11.1 %
Municipal court services	3	1.0 %
Parks	18	5.9 %
Police services	21	6.9 %
Traffic flow & congestion management in Robinson	36	11.8 %
Trash, recycling, & yard waste collection services	5	1.6 %
Wastewater services	7	2.3 %
Water services	47	15.4 %
None chosen	20	6.6 %
Total	305	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
City communication with the public	32	10.5 %
Customer service provided by City employees	9	3.0 %
Enforcement of City codes & ordinances	37	12.1 %
Maintenance of City streets & sidewalks	17	5.6 %
Management of storm water runoff & flood prevention	32	10.5 %
Municipal court services	2	0.7 %
Parks	17	5.6 %
Police services	20	6.6 %
Traffic flow & congestion management in Robinson	39	12.8 %
Trash, recycling, & yard waste collection services	20	6.6 %
Wastewater services	9	3.0 %
Water services	31	10.2 %
None chosen	40	13.1 %
Total	305	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
City communication with the public	55	18.0 %
Customer service provided by City employees	25	8.2 %
Enforcement of City codes & ordinances	83	27.2 %
Maintenance of City streets & sidewalks	268	87.9 %
Management of storm water runoff & flood prevention	77	25.2 %
Municipal court services	5	1.6 %
Parks	40	13.1 %
Police services	50	16.4 %
Traffic flow & congestion management in Robinson	82	26.9 %
Trash, recycling, & yard waste collection services	28	9.2 %
Wastewater services	19	6.2 %
Water services	111	36.4 %
None chosen	12	3.9 %
Total	855	

Q3. Perceptions. Please rate Robinson on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," regarding each of the following.

(N=305)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q3-1. Appearance of commercial property in City	3.3%	29.5%	22.6%	33.4%	8.9%	2.3%
Q3-2. Appearance of residential property in City	3.9%	35.1%	36.4%	20.0%	2.3%	2.3%
Q3-3. Availability of affordable housing for low/moderate income families	3.9%	9.2%	25.2%	20.3%	14.8%	26.6%
Q3-4. Availability of job opportunities	1.6%	8.5%	25.6%	26.9%	11.5%	25.9%
Q3-5. How well City is managing development activity (i.e., economic, commercial, housing)	3.9%	17.4%	33.1%	22.0%	9.5%	14.1%
Q3-6. Overall appearance of City	4.6%	31.1%	27.2%	30.2%	5.2%	1.6%
Q3-7. Overall condition of housing in your neighborhood	16.4%	52.8%	16.7%	10.2%	2.0%	2.0%
Q3-8. Overall feeling of safety in City	26.6%	57.7%	10.2%	3.3%	0.3%	2.0%
Q3-9. Overall image of City	9.8%	39.7%	28.2%	17.4%	3.0%	2.0%
Q3-10. Overall quality of life in City	14.8%	52.8%	22.3%	6.9%	1.3%	2.0%
Q3-11. Overall quality of new development	8.9%	39.0%	24.6%	13.4%	5.2%	8.9%
Q3-12. Overall quality of services provided by City	7.2%	43.6%	30.2%	10.5%	4.6%	3.9%
Q3-13. Overall value that you receive for your City tax dollars & fees	4.9%	21.0%	27.9%	25.2%	17.0%	3.9%

WITHOUT DON'T KNOW

Q3. Perceptions. Please rate Robinson on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," regarding each of the following. (without "don't know")

(N=305)

	Excellent	Good	Neutral	Below average	Poor
Q3-1. Appearance of commercial property in City	3.4%	30.2%	23.2%	34.2%	9.1%
Q3-2. Appearance of residential property in City	4.0%	35.9%	37.2%	20.5%	2.3%
Q3-3. Availability of affordable housing for low/moderate income families	5.4%	12.5%	34.4%	27.7%	20.1%
Q3-4. Availability of job opportunities	2.2%	11.5%	34.5%	36.3%	15.5%
Q3-5. How well City is managing development activity (i.e., economic, commercial, housing)	4.6%	20.2%	38.5%	25.6%	11.1%
Q3-6. Overall appearance of City	4.7%	31.7%	27.7%	30.7%	5.3%
Q3-7. Overall condition of housing in your neighborhood	16.7%	53.8%	17.1%	10.4%	2.0%
Q3-8. Overall feeling of safety in City	27.1%	58.9%	10.4%	3.3%	0.3%
Q3-9. Overall image of City	10.0%	40.5%	28.8%	17.7%	3.0%
Q3-10. Overall quality of life in City	15.1%	53.8%	22.7%	7.0%	1.3%
Q3-11. Overall quality of new development	9.7%	42.8%	27.0%	14.7%	5.8%
Q3-12. Overall quality of services provided by City	7.5%	45.4%	31.4%	10.9%	4.8%
Q3-13. Overall value that you receive for your City tax dollars & fees	5.1%	21.8%	29.0%	26.3%	17.7%

Q4. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q4-1. Overall quality of local police protection	32.1%	52.5%	11.8%	1.0%	1.0%	1.6%
Q4-2. Visibility of police in neighborhoods	22.6%	46.2%	19.0%	8.2%	2.6%	1.3%
Q4-3. City's efforts to prevent crime	19.3%	46.9%	21.6%	2.0%	1.0%	9.2%
Q4-4. Enforcement of local traffic laws	17.7%	49.2%	17.7%	8.2%	2.6%	4.6%
Q4-5. How quickly police officers respond to emergencies	22.0%	33.1%	14.4%	2.3%	0.7%	27.5%
Q4-6. Quality of animal control services	22.0%	31.1%	22.6%	6.6%	2.6%	15.1%
Q4-7. Quality of emergency medical services provided by American Medical Response (AMR)	17.0%	25.9%	17.4%	1.3%	1.0%	37.4%
Q4-8. Quality of fire protection provided by Robinson Volunteer Fire Department (RVFD)	28.9%	40.0%	8.9%	0.3%	0.7%	21.3%

WITHOUT DON'T KNOW

Q4. Public Safety. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Overall quality of local police protection	32.7%	53.3%	12.0%	1.0%	1.0%
Q4-2. Visibility of police in neighborhoods	22.9%	46.8%	19.3%	8.3%	2.7%
Q4-3. City's efforts to prevent crime	21.3%	51.6%	23.8%	2.2%	1.1%
Q4-4. Enforcement of local traffic laws	18.6%	51.5%	18.6%	8.6%	2.7%
Q4-5. How quickly police officers respond to emergencies	30.3%	45.7%	19.9%	3.2%	0.9%
Q4-6. Quality of animal control services	25.9%	36.7%	26.6%	7.7%	3.1%
Q4-7. Quality of emergency medical services provided by American Medical Response (AMR)	27.2%	41.4%	27.7%	2.1%	1.6%
Q4-8. Quality of fire protection provided by Robinson Volunteer Fire Department (RVFD)	36.7%	50.8%	11.3%	0.4%	0.8%

Q5. Which THREE of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	44	14.4 %
Visibility of police in neighborhoods	65	21.3 %
City's efforts to prevent crime	51	16.7 %
Enforcement of local traffic laws	33	10.8 %
How quickly police officers respond to emergencies	18	5.9 %
Quality of animal control services	17	5.6 %
Quality of emergency medical services provided by American Medical Response (AMR)	16	5.2 %
Quality of fire protection provided by Robinson Volunteer Fire Department (RVFD)	17	5.6 %
None chosen	44	14.4 %
Total	305	100.0 %

Q5. Which THREE of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	24	7.9 %
Visibility of police in neighborhoods	49	16.1 %
City's efforts to prevent crime	56	18.4 %
Enforcement of local traffic laws	35	11.5 %
How quickly police officers respond to emergencies	15	4.9 %
Quality of animal control services	19	6.2 %
Quality of emergency medical services provided by American Medical Response (AMR)	25	8.2 %
Quality of fire protection provided by Robinson Volunteer Fire Department (RVFD)	21	6.9 %
None chosen	61	20.0 %
Total	305	100.0 %

Q5. Which THREE of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	23	7.5 %
Visibility of police in neighborhoods	31	10.2 %
City's efforts to prevent crime	36	11.8 %
Enforcement of local traffic laws	23	7.5 %
How quickly police officers respond to emergencies	24	7.9 %
Quality of animal control services	38	12.5 %
Quality of emergency medical services provided by American Medical Response (AMR)	23	7.5 %
Quality of fire protection provided by Robinson Volunteer Fire Department (RVFD)	32	10.5 %
None chosen	75	24.6 %
Total	305	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the items listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q5. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	91	29.8 %
Visibility of police in neighborhoods	145	47.5 %
City's efforts to prevent crime	143	46.9 %
Enforcement of local traffic laws	91	29.8 %
How quickly police officers respond to emergencies	57	18.7 %
Quality of animal control services	74	24.3 %
Quality of emergency medical services provided by American Medical Response (AMR)	64	21.0 %
Quality of fire protection provided by Robinson Volunteer Fire Department (RVFD)	70	23.0 %
None chosen	44	14.4 %
Total	779	

Q6. Peplow Park. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q6-1. Quality of facilities to rent	10.2%	25.9%	23.9%	4.3%	1.0%	34.8%
Q6-2. City-sponsored special events	10.5%	34.4%	27.5%	4.9%	2.0%	20.7%
Q6-3. Fees charged for facility rentals	6.6%	12.1%	24.3%	1.6%	1.0%	54.4%
Q6-4. How close neighborhood parks are to your home	12.5%	40.0%	24.6%	9.2%	2.0%	11.8%
Q6-5. Maintenance of City park (pavilion, gazebo, playground equipment, amphitheater, etc.)	16.7%	35.7%	26.2%	3.9%	1.0%	16.4%
Q6-6. Number of walking trails	9.5%	25.9%	25.6%	15.1%	4.6%	19.3%
Q6-7. Overall appearance of City park (pavilion, gazebo, playground equipment, amphitheater, etc.)	17.4%	44.3%	21.6%	2.3%	1.0%	13.4%
Q6-8. Quality of art in public places	4.3%	11.8%	33.1%	7.5%	4.3%	39.0%
Q6-9. Quality of playground equipment	9.2%	34.4%	27.2%	2.3%	1.0%	25.9%

WITHOUT DON'T KNOW

Q6. Peplow Park. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Quality of facilities to rent	15.6%	39.7%	36.7%	6.5%	1.5%
Q6-2. City-sponsored special events	13.2%	43.4%	34.7%	6.2%	2.5%
Q6-3. Fees charged for facility rentals	14.4%	26.6%	53.2%	3.6%	2.2%
Q6-4. How close neighborhood parks are to your home	14.1%	45.4%	27.9%	10.4%	2.2%
Q6-5. Maintenance of City park (pavilion, gazebo, playground equipment, amphitheater, etc.)	20.0%	42.7%	31.4%	4.7%	1.2%
Q6-6. Number of walking trails	11.8%	32.1%	31.7%	18.7%	5.7%
Q6-7. Overall appearance of City park (pavilion, gazebo, playground equipment, amphitheater, etc.)	20.1%	51.1%	25.0%	2.7%	1.1%
Q6-8. Quality of art in public places	7.0%	19.4%	54.3%	12.4%	7.0%
Q6-9. Quality of playground equipment	12.4%	46.5%	36.7%	3.1%	1.3%

Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of facilities to rent	24	7.9 %
City-sponsored special events	45	14.8 %
Fees charged for facility rentals	8	2.6 %
How close neighborhood parks are to your home	17	5.6 %
Maintenance of City park (pavilion, gazebo, playground equipment, amphitheater, etc.)	49	16.1 %
Number of walking trails	47	15.4 %
Overall appearance of City park (pavilion, gazebo, playground equipment, amphitheater, etc.)	13	4.3 %
Quality of art in public places	9	3.0 %
Quality of playground equipment	12	3.9 %
None chosen	81	26.6 %
Total	305	100.0 %

Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of facilities to rent	9	3.0 %
City-sponsored special events	29	9.5 %
Fees charged for facility rentals	15	4.9 %
How close neighborhood parks are to your home	13	4.3 %
Maintenance of City park (pavilion, gazebo, playground equipment, amphitheater, etc.)	40	13.1 %
Number of walking trails	35	11.5 %
Overall appearance of City park (pavilion, gazebo, playground equipment, amphitheater, etc.)	38	12.5 %
Quality of art in public places	12	3.9 %
Quality of playground equipment	22	7.2 %
None chosen	92	30.2 %
Total	305	100.0 %

Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of facilities to rent	21	6.9 %
City-sponsored special events	21	6.9 %
Fees charged for facility rentals	9	3.0 %
How close neighborhood parks are to your home	16	5.2 %
Maintenance of City park (pavilion, gazebo, playground equipment, amphitheater, etc.)	24	7.9 %
Number of walking trails	24	7.9 %
Overall appearance of City park (pavilion, gazebo, playground equipment, amphitheater, etc.)	32	10.5 %
Quality of art in public places	22	7.2 %
Quality of playground equipment	38	12.5 %
None chosen	98	32.1 %
Total	305	100.0 %

SUM OF TOP 3 CHOICES

Q7. Which THREE of the items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q7. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of facilities to rent	54	17.7 %
City-sponsored special events	95	31.1 %
Fees charged for facility rentals	32	10.5 %
How close neighborhood parks are to your home	46	15.1 %
Maintenance of City park (pavilion, gazebo, playground equipment, amphitheater, etc.)	113	37.0 %
Number of walking trails	106	34.8 %
Overall appearance of City park (pavilion, gazebo, playground equipment, amphitheater, etc.)	83	27.2 %
Quality of art in public places	43	14.1 %
Quality of playground equipment	72	23.6 %
None chosen	81	26.6 %
Total	725	

Q8. Transportation and Connectivity. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q8-1. Availability of bicycle infrastructure	1.0%	6.6%	29.8%	20.7%	14.1%	27.9%
Q8-2. Availability of public sidewalks	0.3%	9.8%	22.0%	35.1%	23.6%	9.2%
Q8-3. Availability of public transportation	1.0%	6.6%	26.6%	18.7%	12.8%	34.4%
Q8-4. Ease of access to interstate system	19.0%	54.1%	15.1%	5.9%	2.3%	3.6%
Q8-5. Flow of traffic along commercial streets	9.8%	45.9%	26.9%	11.8%	3.0%	2.6%
Q8-6. Flow of traffic on residential streets	10.5%	43.9%	24.9%	15.4%	3.9%	1.3%

WITHOUT DON'T KNOW

Q8. Transportation and Connectivity. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following. (without "don't know")

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Availability of bicycle infrastructure	1.4%	9.1%	41.4%	28.6%	19.5%
Q8-2. Availability of public sidewalks	0.4%	10.8%	24.2%	38.6%	26.0%
Q8-3. Availability of public transportation	1.5%	10.0%	40.5%	28.5%	19.5%
Q8-4. Ease of access to interstate system	19.7%	56.1%	15.6%	6.1%	2.4%
Q8-5. Flow of traffic along commercial streets	10.1%	47.1%	27.6%	12.1%	3.0%
Q8-6. Flow of traffic on residential streets	10.6%	44.5%	25.2%	15.6%	4.0%

Q9. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q9. Top choice	Number	Percent
Availability of bicycle infrastructure	24	7.9 %
Availability of public sidewalks	102	33.4 %
Availability of public transportation	34	11.1 %
Ease of access to interstate system	18	5.9 %
Flow of traffic along commercial streets	47	15.4 %
Flow of traffic on residential streets	44	14.4 %
None chosen	36	11.8 %
Total	305	100.0 %

Q9. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q9. 2nd choice	Number	Percent
Availability of bicycle infrastructure	46	15.1 %
Availability of public sidewalks	76	24.9 %
Availability of public transportation	22	7.2 %
Ease of access to interstate system	13	4.3 %
Flow of traffic along commercial streets	50	16.4 %
Flow of traffic on residential streets	47	15.4 %
None chosen	51	16.7 %
Total	305	100.0 %

SUM OF TOP 2 CHOICES

Q9. Which TWO of the items listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q9. Top choice	Number	Percent
Availability of bicycle infrastructure	70	23.0 %
Availability of public sidewalks	178	58.4 %
Availability of public transportation	56	18.4 %
Ease of access to interstate system	31	10.2 %
Flow of traffic along commercial streets	97	31.8 %
Flow of traffic on residential streets	91	29.8 %
None chosen	36	11.8 %
Total	559	

Q10. Transportation Safety. For each of the following situations, please rate your perception of safety while in or near Robinson on a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," with the following.

(N=305)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q10-1. Travel by automobile on City streets	20.0%	46.6%	17.4%	10.2%	3.9%	2.0%
Q10-2. Travel by bicycle on streets	0.0%	7.2%	19.0%	34.1%	22.6%	17.0%
Q10-3. Travel by bus	1.0%	13.1%	23.0%	2.0%	0.7%	60.3%
Q10-4. Travel by foot-walking along streets (on sidewalks)	1.6%	17.0%	18.7%	28.5%	21.3%	12.8%
Q10-5. Travel by foot-walking to run errands, go to school, etc.	2.0%	9.8%	16.7%	27.9%	24.9%	18.7%

WITHOUT DON'T KNOW

Q10. Transportation Safety. For each of the following situations, please rate your perception of safety while in or near Robinson on a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," with the following. (without "don't know")

(N=305)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q10-1. Travel by automobile on City streets	20.4%	47.5%	17.7%	10.4%	4.0%
Q10-2. Travel by bicycle on streets	0.0%	8.7%	22.9%	41.1%	27.3%
Q10-3. Travel by bus	2.5%	33.1%	57.9%	5.0%	1.7%
Q10-4. Travel by foot-walking along streets (on sidewalks)	1.9%	19.5%	21.4%	32.7%	24.4%
Q10-5. Travel by foot-walking to run errands, go to school, etc.	2.4%	12.1%	20.6%	34.3%	30.6%

Q11. Maintenance. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q11-1. Adequacy of street lighting	3.6%	26.2%	28.5%	27.9%	11.5%	2.3%
Q11-2. Cleanliness of City streets & other public areas	6.2%	41.3%	29.5%	17.4%	4.3%	1.3%
Q11-3. Maintenance of major City streets & traffic signals provided by TXDOT	7.5%	43.3%	22.6%	12.5%	10.8%	3.3%
Q11-4. Maintenance of street signs	10.5%	45.2%	31.1%	8.5%	1.6%	3.0%
Q11-5. Maintenance of streets in your neighborhood	7.5%	20.0%	15.4%	28.9%	26.9%	1.3%
Q11-6. Mowing & trimming along City streets & other public areas	5.6%	27.2%	32.8%	20.7%	11.1%	2.6%
Q11-7. Pedestrian accessibility & walkability	1.0%	9.5%	21.6%	37.4%	23.0%	7.5%
Q11-8. Appearance/condition of City medians, rights of way, & other public areas	4.6%	29.8%	40.7%	13.1%	6.2%	5.6%

WITHOUT DON'T KNOW

Q11. Maintenance. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Adequacy of street lighting	3.7%	26.8%	29.2%	28.5%	11.7%
Q11-2. Cleanliness of City streets & other public areas	6.3%	41.9%	29.9%	17.6%	4.3%
Q11-3. Maintenance of major City streets & traffic signals provided by TXDOT	7.8%	44.7%	23.4%	12.9%	11.2%
Q11-4. Maintenance of street signs	10.8%	46.6%	32.1%	8.8%	1.7%
Q11-5. Maintenance of streets in your neighborhood	7.6%	20.3%	15.6%	29.2%	27.2%
Q11-6. Mowing & trimming along City streets & other public areas	5.7%	27.9%	33.7%	21.2%	11.4%
Q11-7. Pedestrian accessibility & walkability	1.1%	10.3%	23.4%	40.4%	24.8%
Q11-8. Appearance/condition of City medians, rights of way, & other public areas	4.9%	31.6%	43.1%	13.9%	6.6%

Q12. Which TWO of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Adequacy of street lighting	59	19.3 %
Cleanliness of City streets & other public areas	15	4.9 %
Maintenance of major City streets & traffic signals provided by TXDOT	22	7.2 %
Maintenance of street signs	9	3.0 %
Maintenance of streets in your neighborhood	103	33.8 %
Mowing & trimming along City streets & other public areas	23	7.5 %
Pedestrian accessibility & walkability	47	15.4 %
Appearance/condition of City medians, rights of way, & other public areas	5	1.6 %
None chosen	22	7.2 %
Total	305	100.0 %

Q12. Which TWO of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Adequacy of street lighting	36	11.8 %
Cleanliness of City streets & other public areas	27	8.9 %
Maintenance of major City streets & traffic signals provided by TXDOT	24	7.9 %
Maintenance of street signs	7	2.3 %
Maintenance of streets in your neighborhood	60	19.7 %
Mowing & trimming along City streets & other public areas	33	10.8 %
Pedestrian accessibility & walkability	64	21.0 %
Appearance/condition of City medians, rights of way, & other public areas	16	5.2 %
None chosen	38	12.5 %
Total	305	100.0 %

SUM OF TOP 2 CHOICES

Q12. Which TWO of the items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q12. Top choice	Number	Percent
Adequacy of street lighting	95	31.1 %
Cleanliness of City streets & other public areas	42	13.8 %
Maintenance of major City streets & traffic signals provided by TXDOT	46	15.1 %
Maintenance of street signs	16	5.2 %
Maintenance of streets in your neighborhood	163	53.4 %
Mowing & trimming along City streets & other public areas	56	18.4 %
Pedestrian accessibility & walkability	111	36.4 %
Appearance/condition of City medians, rights of way, & other public areas	21	6.9 %
None chosen	22	7.2 %
Total	572	

Q13. Compared to two years ago, would you say that traffic in Robinson is getting better, getting worse, or staying the same?

Q13. What do you think about traffic in Robinson compared to two years ago	Number	Percent
Getting better	18	5.9 %
Staying the same	96	31.5 %
Getting worse	167	54.8 %
Don't know	24	7.9 %
Total	305	100.0 %

WITHOUT DON'T KNOW

Q13. Compared to two years ago, would you say that traffic in Robinson is getting better, getting worse, or staying the same? (without "don't know")

Q13. What do you think about traffic in Robinson compared to two years ago	Number	Percent
Getting better	18	6.4 %
Staying the same	96	34.2 %
Getting worse	167	59.4 %
Total	281	100.0 %

Q14. Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q14-1. Enforcement of living out of campers	2.3%	14.8%	24.9%	8.2%	3.6%	46.2%
Q14-2. Enforcement of mowing of weeds & grass on private property	4.9%	19.0%	22.6%	24.9%	14.4%	14.1%
Q14-3. Enforcement of parking on private property	3.9%	18.7%	31.5%	14.4%	8.2%	23.3%
Q14-4. Enforcement of parking on public roadways	4.3%	21.6%	28.9%	12.8%	10.2%	22.3%
Q14-5. Enforcement of sign regulations	4.3%	24.3%	35.4%	6.6%	3.9%	25.6%
Q14-6. Enforcement of cleanup of junk & debris on private property	3.0%	12.8%	26.2%	24.6%	17.4%	16.1%
Q14-7. Overall responsiveness of code enforcement staff to your requests	4.3%	14.1%	26.9%	8.9%	5.2%	40.7%

WITHOUT DON'T KNOW

Q14. Code Enforcement. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items. (without "don't know")

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Enforcement of living out of campers	4.3%	27.4%	46.3%	15.2%	6.7%
Q14-2. Enforcement of mowing of weeds & grass on private property	5.7%	22.1%	26.3%	29.0%	16.8%
Q14-3. Enforcement of parking on private property	5.1%	24.4%	41.0%	18.8%	10.7%
Q14-4. Enforcement of parking on public roadways	5.5%	27.8%	37.1%	16.5%	13.1%
Q14-5. Enforcement of sign regulations	5.7%	32.6%	47.6%	8.8%	5.3%
Q14-6. Enforcement of cleanup of junk & debris on private property	3.5%	15.2%	31.3%	29.3%	20.7%
Q14-7. Overall responsiveness of code enforcement staff to your requests	7.2%	23.8%	45.3%	14.9%	8.8%

Q15. Which TWO of the items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q15. Top choice	Number	Percent
Enforcement of living out of campers	14	4.6 %
Enforcement of mowing of weeds & grass on private property	81	26.6 %
Enforcement of parking on private property	17	5.6 %
Enforcement of parking on public roadways	29	9.5 %
Enforcement of sign regulations	6	2.0 %
Enforcement of cleanup of junk & debris on private property	98	32.1 %
Overall responsiveness of code enforcement staff to your requests	7	2.3 %
None chosen	53	17.4 %
Total	305	100.0 %

Q15. Which TWO of the items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q15. 2nd choice	Number	Percent
Enforcement of living out of campers	13	4.3 %
Enforcement of mowing of weeds & grass on private property	62	20.3 %
Enforcement of parking on private property	24	7.9 %
Enforcement of parking on public roadways	30	9.8 %
Enforcement of sign regulations	11	3.6 %
Enforcement of cleanup of junk & debris on private property	79	25.9 %
Overall responsiveness of code enforcement staff to your requests	13	4.3 %
None chosen	73	23.9 %
Total	305	100.0 %

SUM OF TOP 2 CHOICES

Q15. Which TWO of the items listed in Question 14 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q15. Top choice	Number	Percent
Enforcement of living out of campers	27	8.9 %
Enforcement of mowing of weeds & grass on private property	143	46.9 %
Enforcement of parking on private property	41	13.4 %
Enforcement of parking on public roadways	59	19.3 %
Enforcement of sign regulations	17	5.6 %
Enforcement of cleanup of junk & debris on private property	177	58.0 %
Overall responsiveness of code enforcement staff to your requests	20	6.6 %
None chosen	53	17.4 %
Total	537	

Q16. Water Conservation and Awareness. Do you know your household's days for voluntary watering restrictions?

Q16. Do you know your household's days for voluntary watering restrictions

	Number	Percent
Yes	211	69.2 %
No	93	30.5 %
Not provided	1	0.3 %
Total	305	100.0 %

WITHOUT NOT PROVIDED

Q16. Water Conservation and Awareness. Do you know your household's days for voluntary watering restrictions? (without "not provided")

Q16. Do you know your household's days for voluntary watering restrictions

	Number	Percent
Yes	211	69.4 %
No	93	30.6 %
Total	304	100.0 %

Q16a. Which of the following best describes how often you follow the suggested watering schedule for your household?

Q16a. How often do you follow suggested watering schedule for your household

	Number	Percent
Always	112	53.1 %
Usually	77	36.5 %
Sometimes	16	7.6 %
Never	3	1.4 %
Don't know	3	1.4 %
Total	211	100.0 %

WITHOUT DON'T KNOW

Q16a. Which of the following best describes how often you follow the suggested watering schedule for your household? (without "don't know")

Q16a. How often do you follow suggested watering schedule for your household

	Number	Percent
Always	112	53.8 %
Usually	77	37.0 %
Sometimes	16	7.7 %
Never	3	1.4 %
Total	208	100.0 %

Q17. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q17-1. Quality of City's website	7.9%	38.7%	25.6%	7.9%	2.3%	17.7%
Q17-2. Quality of City's social media (e.g., Twitter, Facebook, Nextdoor)	9.2%	30.2%	24.6%	4.9%	2.3%	28.9%
Q17-3. Quality of City's newsletter	15.7%	44.6%	23.3%	6.6%	1.6%	8.2%
Q17-4. How responsive City is to requests made on SeeClickFix mobile app	3.0%	6.6%	22.6%	3.6%	3.3%	61.0%
Q17-5. Availability of information on City services & programs	5.6%	29.2%	30.5%	10.5%	3.3%	21.0%
Q17-6. Level of public involvement in local decision-making	2.3%	16.1%	30.8%	16.4%	7.9%	26.6%
Q17-7. Transparency of City government	4.6%	15.1%	32.1%	16.7%	8.9%	22.6%
Q17-8. Keeping citizens informed about City business	5.6%	22.3%	29.8%	19.7%	8.2%	14.4%
Q17-9. Planning for future needs of residents	3.9%	13.1%	29.8%	22.3%	8.5%	22.3%
Q17-10. Having employees that respond to citizen needs	6.6%	23.9%	33.1%	10.2%	4.3%	22.0%
Q17-11. Providing an adequate forum for public input	5.6%	19.0%	30.8%	17.0%	3.9%	23.6%

WITHOUT DON'T KNOW

Q17. Communication. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Quality of City's website	9.6%	47.0%	31.1%	9.6%	2.8%
Q17-2. Quality of City's social media (e.g., Twitter, Facebook, Nextdoor)	12.9%	42.4%	34.6%	6.9%	3.2%
Q17-3. Quality of City's newsletter	17.1%	48.6%	25.4%	7.1%	1.8%
Q17-4. How responsive City is to requests made on SeeClickFix mobile app	7.6%	16.8%	58.0%	9.2%	8.4%
Q17-5. Availability of information on City services & programs	7.1%	36.9%	38.6%	13.3%	4.1%
Q17-6. Level of public involvement in local decision-making	3.1%	21.9%	42.0%	22.3%	10.7%
Q17-7. Transparency of City government	5.9%	19.5%	41.5%	21.6%	11.4%
Q17-8. Keeping citizens informed about City business	6.5%	26.1%	34.9%	23.0%	9.6%
Q17-9. Planning for future needs of residents	5.1%	16.9%	38.4%	28.7%	11.0%
Q17-10. Having employees that respond to citizen needs	8.4%	30.7%	42.4%	13.0%	5.5%
Q17-11. Providing an adequate forum for public input	7.3%	24.9%	40.3%	22.3%	5.2%

Q18. From which of the following sources do you currently get information about the City of Robinson?

Q18. From which sources do you currently get

information about City of Robinson	Number	Percent
Attending or listening to meetings	33	10.8 %
City emails (eNewsletter delivered electronically)	100	32.8 %
City newsletter-printed	188	61.6 %
City website (RobinsonTexas.org)	128	42.0 %
Nextdoor	75	24.6 %
Social media (Twitter, Facebook, Instagram)	149	48.9 %
Town Hall meetings or Community Forums	20	6.6 %
Word of mouth	155	50.8 %
Total	848	

Q19. Customer Service. Have you called or visited the City with a question, problem, or complaint during the past year?Q19. Have you called or visited City with a question,
problem, or complaint during past year

	Number	Percent
Yes	150	49.2 %
No	155	50.8 %
Total	305	100.0 %

Q19a. How did you most recently contact the City?

Q19a. How did you most recently contact City	Number	Percent
Phone	91	60.7 %
Email	5	3.3 %
Social media	2	1.3 %
Website	8	5.3 %
In person	41	27.3 %
Elected official	2	1.3 %
Other	1	0.7 %
Total	150	100.0 %

Q19a-8. Other:

Q19a-8. Other	Number	Percent
SeeClickFix	1	100.0 %
Total	1	100.0 %

Q19b. How satisfied are you with your most recent interaction with the City of Robinson?

Q19b. How satisfied are you with your most recent interaction with City of Robinson	Number	Percent
Very satisfied	39	26.0 %
Satisfied	51	34.0 %
Neutral	20	13.3 %
Dissatisfied	29	19.3 %
Very dissatisfied	10	6.7 %
Not provided	1	0.7 %
Total	150	100.0 %

WITHOUT NOT PROVIDED**Q19b. How satisfied are you with your most recent interaction with the City of Robinson? (without "not provided")**

Q19b. How satisfied are you with your most recent interaction with City of Robinson	Number	Percent
Very satisfied	39	26.2 %
Satisfied	51	34.2 %
Neutral	20	13.4 %
Dissatisfied	29	19.5 %
Very dissatisfied	10	6.7 %
Total	149	100.0 %

Q20. Water/Wastewater Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q20-1. Quality of drainage infrastructure	3.0%	33.8%	29.5%	15.7%	9.2%	8.9%
Q20-2. Quality of City's drinking water	10.5%	35.4%	20.7%	21.0%	10.5%	2.0%
Q20-3. Reliability of City's drinking water	14.1%	44.6%	18.0%	13.4%	5.9%	3.9%
Q20-4. Wastewater (sewer) services	10.2%	41.0%	25.2%	6.9%	2.0%	14.8%
Q20-5. Wastewater information on City's website	5.6%	19.0%	28.2%	2.3%	1.3%	43.6%
Q20-6. Water-related information on City's website	6.2%	23.0%	29.8%	4.6%	2.0%	34.4%

WITHOUT DON'T KNOW

Q20. Water/Wastewater Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Quality of drainage infrastructure	3.2%	37.1%	32.4%	17.3%	10.1%
Q20-2. Quality of City's drinking water	10.7%	36.1%	21.1%	21.4%	10.7%
Q20-3. Reliability of City's drinking water	14.7%	46.4%	18.8%	14.0%	6.1%
Q20-4. Wastewater (sewer) services	11.9%	48.1%	29.6%	8.1%	2.3%
Q20-5. Wastewater information on City's website	9.9%	33.7%	50.0%	4.1%	2.3%
Q20-6. Water-related information on City's website	9.5%	35.0%	45.5%	7.0%	3.0%

Q21. Garbage and Recycling Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed	Don't know
Q21-1. Bulky item pickup/removal services (e.g., old furniture, appliances)	31.8%	39.7%	11.8%	4.3%	1.0%	11.5%
Q21-2. Curbside recycling services	39.3%	47.9%	7.5%	2.6%	0.7%	2.0%
Q21-3. At Your Door Special Collection (household hazardous waste collections)	21.6%	21.3%	10.8%	3.3%	1.0%	42.0%
Q21-4. Residential curbside trash (garbage) collection services	39.3%	50.2%	6.9%	1.6%	0.3%	1.6%
Q21-5. Once a Month Bulk/Brush Drop Off Day	19.7%	31.1%	17.0%	3.9%	1.3%	26.9%
Q21-6. Yard waste collection services	23.3%	28.5%	16.7%	5.2%	1.0%	25.2%

WITHOUT DON'T KNOW

Q21. Garbage and Recycling Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following. (without "don't know")

(N=305)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Bulky item pickup/removal services (e.g., old furniture, appliances)	35.9%	44.8%	13.3%	4.8%	1.1%
Q21-2. Curbside recycling services	40.1%	48.8%	7.7%	2.7%	0.7%
Q21-3. At Your Door Special Collection (household hazardous waste collections)	37.3%	36.7%	18.6%	5.6%	1.7%
Q21-4. Residential curbside trash (garbage) collection services	40.0%	51.0%	7.0%	1.7%	0.3%
Q21-5. Once a Month Bulk/Brush Drop Off Day	26.9%	42.6%	23.3%	5.4%	1.8%
Q21-6. Yard waste collection services	31.1%	38.2%	22.4%	7.0%	1.3%

Q22. Which TWO of the items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q22. Top choice	Number	Percent
Bulky item pickup/removal services (e.g., old furniture, appliances)	67	22.0 %
Curbside recycling services	31	10.2 %
At Your Door Special Collection (household hazardous waste collections)	27	8.9 %
Residential curbside trash (garbage) collection services	47	15.4 %
Once a Month Bulk/Brush Drop Off Day	22	7.2 %
Yard waste collection services	30	9.8 %
None chosen	81	26.6 %
Total	305	100.0 %

Q22. Which TWO of the items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q22. 2nd choice	Number	Percent
Bulky item pickup/removal services (e.g., old furniture, appliances)	37	12.1 %
Curbside recycling services	28	9.2 %
At Your Door Special Collection (household hazardous waste collections)	36	11.8 %
Residential curbside trash (garbage) collection services	29	9.5 %
Once a Month Bulk/Brush Drop Off Day	44	14.4 %
Yard waste collection services	28	9.2 %
None chosen	103	33.8 %
Total	305	100.0 %

SUM OF TOP 2 CHOICES

Q22. Which TWO of the items listed in Question 21 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q22. Sum of Top 2 Choices	Number	Percent
Bulky item pickup/removal services (e.g., old furniture, appliances)	104	34.1 %
Curbside recycling services	59	19.3 %
At Your Door Special Collection (household hazardous waste collections)	63	20.7 %
Residential curbside trash (garbage) collection services	76	24.9 %
Once a Month Bulk/Brush Drop Off Day	66	21.6 %
Yard waste collection services	58	19.0 %
None chosen	81	26.6 %
Total	507	

Q23. Land Use. When you think about the number and variety of places to live, work and shop in Robinson, would you like to see more, about the same, or fewer of the following types of places in Robinson?

(N=305)

	More	About the same	Fewer	Don't know
Q23-1. Accessory dwelling units (e.g., granny flats, garage apartments, tiny houses)	22.0%	29.5%	30.2%	18.4%
Q23-2. Arts and/or cultural facilities (e.g., theaters, museums, galleries)	44.9%	27.5%	9.2%	18.4%
Q23-3. Bars	16.7%	25.9%	38.4%	19.0%
Q23-4. Daycare or school	23.6%	52.8%	6.2%	17.4%
Q23-5. Drive-throughs	32.1%	49.5%	8.5%	9.8%
Q23-6. Fitness-related such as a gym, yoga studio	42.6%	38.0%	5.9%	13.4%
Q23-7. Food trucks	37.4%	35.4%	12.8%	14.4%
Q23-8. Grocery store, pharmacy, & other shops for necessities	47.2%	47.2%	0.7%	4.9%
Q23-9. High-density mixed-use	21.6%	25.9%	17.0%	35.4%
Q23-10. Liquor stores	16.1%	27.5%	40.7%	15.7%
Q23-11. Local entertainment establishments (e.g., movie theater, arcade)	54.4%	24.6%	7.5%	13.4%
Q23-12. Medical/dental offices	42.6%	43.0%	4.6%	9.8%
Q23-13. Microbreweries/distilleries	21.3%	27.5%	27.5%	23.6%
Q23-14. Offices/business parks for large employers	41.0%	32.8%	11.1%	15.1%
Q23-15. Personal services (e.g., hair salons, nail salons)	32.5%	50.8%	5.6%	11.1%
Q23-16. Professional services (e.g., attorneys, financial advisors)	32.1%	47.9%	6.2%	13.8%
Q23-17. Public park, plaza or open space	61.3%	27.9%	2.6%	8.2%
Q23-18. Regional entertainment establishments	41.3%	35.7%	5.6%	17.4%
Q23-19. Restaurant, coffee shop, bakery, etc.	72.5%	20.0%	1.6%	5.9%
Q23-20. Senior housing (including independent living, assisted living, & long term care facilities)	46.9%	36.4%	5.2%	11.5%
Q23-21. Single-family detached houses	33.4%	46.2%	9.8%	10.5%

Q23. Land Use. When you think about the number and variety of places to live, work and shop in Robinson, would you like to see more, about the same, or fewer of the following types of places in Robinson?

	More	About the same	Fewer	Don't know
Q23-22. Specialty/boutique/independent retail	43.0%	39.3%	8.2%	9.5%
Q23-23. Sports facilities (e.g., training facilities, recreational sports venues)	36.4%	39.3%	8.2%	16.1%
Q23-24. Townhouses	19.0%	44.6%	24.9%	11.5%
Q23-25. Traditional apartments	15.4%	35.1%	40.0%	9.5%
Q23-26. Urban-style mid-rise apartments (e.g., building with lobby, lofts)	20.7%	25.2%	40.3%	13.8%
Q23-27. Other	77.3%	13.6%	9.1%	0.0%

WITHOUT DON'T KNOW

Q23. Land Use. When you think about the number and variety of places to live, work and shop in Robinson, would you like to see more, about the same, or fewer of the following types of places in Robinson? (without "don't know")

(N=305)

	More	About the same	Fewer
Q23-1. Accessory dwelling units (e.g., granny flats, garage apartments, tiny houses)	26.9%	36.1%	36.9%
Q23-2. Arts and/or cultural facilities (e.g., theaters, museums, galleries)	55.0%	33.7%	11.2%
Q23-3. Bars	20.6%	32.0%	47.4%
Q23-4. Daycare or school	28.6%	63.9%	7.5%
Q23-5. Drive-throughs	35.6%	54.9%	9.5%
Q23-6. Fitness-related such as a gym, yoga studio	49.2%	43.9%	6.8%
Q23-7. Food trucks	43.7%	41.4%	14.9%
Q23-8. Grocery store, pharmacy, & other shops for necessities	49.7%	49.7%	0.7%
Q23-9. High-density mixed-use	33.5%	40.1%	26.4%
Q23-10. Liquor stores	19.1%	32.7%	48.2%
Q23-11. Local entertainment establishments (e.g., movie theater, arcade)	62.9%	28.4%	8.7%
Q23-12. Medical/dental offices	47.3%	47.6%	5.1%
Q23-13. Microbreweries/distilleries	27.9%	36.1%	36.1%
Q23-14. Offices/business parks for large employers	48.3%	38.6%	13.1%
Q23-15. Personal services (e.g., hair salons, nail salons)	36.5%	57.2%	6.3%
Q23-16. Professional services (e.g., attorneys, financial advisors)	37.3%	55.5%	7.2%
Q23-17. Public park, plaza or open space	66.8%	30.4%	2.9%
Q23-18. Regional entertainment establishments	50.0%	43.3%	6.7%
Q23-19. Restaurant, coffee shop, bakery, etc.	77.0%	21.3%	1.7%
Q23-20. Senior housing (including independent living, assisted living, & long term care facilities)	53.0%	41.1%	5.9%
Q23-21. Single-family detached houses	37.4%	51.6%	11.0%

Q23. Land Use. When you think about the number and variety of places to live, work and shop in Robinson, would you like to see more, about the same, or fewer of the following types of places in Robinson? (without "don't know")

	More	About the same	Fewer
Q23-22. Specialty/boutique/independent retail	47.5%	43.5%	9.1%
Q23-23. Sports facilities (e.g., training facilities, recreational sports venues)	43.4%	46.9%	9.8%
Q23-24. Townhouses	21.5%	50.4%	28.1%
Q23-25. Traditional apartments	17.0%	38.8%	44.2%
Q23-26. Urban-style mid-rise apartments (e.g., building with lobby, lofts)	24.0%	29.3%	46.8%
Q23-27. Other	77.3%	13.6%	9.1%

Q23-27. Other:

Q23-27. Other	Number	Percent
Dog park	2	9.1 %
Restaurants would be nice	1	4.5 %
I love the small town feeling	1	4.5 %
No cleaning up by City in non-resident homes	1	4.5 %
More places for teenagers	1	4.5 %
More upper end homes 500K	1	4.5 %
Anything to help build Robinson and keep growing	1	4.5 %
City owned athletic complex for City leagues	1	4.5 %
Taca Casa, off leash dog park	1	4.5 %
Hardware store	1	4.5 %
Restaurants	1	4.5 %
We need more commercial businesses to grow our infrastructure	1	4.5 %
Public library, Civic Center	1	4.5 %
Larger homes on larger lots	1	4.5 %
Factories that bring more jobs/tax revenue	1	4.5 %
Food establishment	1	4.5 %
Sidewalks	1	4.5 %
Small businesses	1	4.5 %
Community Center	1	4.5 %
Industrial businesses	1	4.5 %
Burger King, bakery	1	4.5 %
Total	22	100.0 %

Q24. Listed below are potential issues that the City of Robinson may face in the next FIVE years. Which THREE of the items below do you believe will be the biggest issues Robinson will face in the next FIVE years?

Q24. Top choice	Number	Percent
Traffic	18	5.9 %
Controlling rapid growth	30	9.8 %
School related issues (e.g., overcrowding, lack of schools, system improvements, traffic flow)	34	11.1 %
Road repair/maintenance/expansion	124	40.7 %
High taxes/property taxes/finances	69	22.6 %
Public transportation	1	0.3 %
Crime (e.g., inadequate police, gangs)	9	3.0 %
Traffic & traffic congestion in City	8	2.6 %
None chosen	12	3.9 %
Total	305	100.0 %

Q24. Listed below are potential issues that the City of Robinson may face in the next FIVE years. Which THREE of the items below do you believe will be the biggest issues Robinson will face in the next FIVE years?

Q24. 2nd choice	Number	Percent
Traffic	19	6.2 %
Controlling rapid growth	27	8.9 %
School related issues (e.g., overcrowding, lack of schools, system improvements, traffic flow)	45	14.8 %
Road repair/maintenance/expansion	77	25.2 %
High taxes/property taxes/finances	84	27.5 %
Public transportation	3	1.0 %
Crime (e.g., inadequate police, gangs)	13	4.3 %
Traffic & traffic congestion in City	23	7.5 %
None chosen	14	4.6 %
Total	305	100.0 %

Q24. Listed below are potential issues that the City of Robinson may face in the next FIVE years. Which THREE of the items below do you believe will be the biggest issues Robinson will face in the next FIVE years?

Q24. 3rd choice	Number	Percent
Traffic	15	4.9 %
Controlling rapid growth	45	14.8 %
School related issues (e.g., overcrowding, lack of schools, system improvements, traffic flow)	58	19.0 %
Road repair/maintenance/expansion	28	9.2 %
High taxes/property taxes/finances	56	18.4 %
Public transportation	16	5.2 %
Crime (e.g., inadequate police, gangs)	25	8.2 %
Traffic & traffic congestion in City	43	14.1 %
None chosen	19	6.2 %
Total	305	100.0 %

SUM OF TOP 3 CHOICES

Q24. Listed below are potential issues that the City of Robinson may face in the next FIVE years. Which THREE of the items below do you believe will be the biggest issues Robinson will face in the next FIVE years? (top 3)

Q24. Sum of Top 3 Choices	Number	Percent
Traffic	52	17.0 %
Controlling rapid growth	102	33.4 %
School related issues (e.g., overcrowding, lack of schools, system improvements, traffic flow)	137	44.9 %
Road repair/maintenance/expansion	229	75.1 %
High taxes/property taxes/finances	209	68.5 %
Public transportation	20	6.6 %
Crime (e.g., inadequate police, gangs)	47	15.4 %
Traffic & traffic congestion in City	74	24.3 %
None chosen	12	3.9 %
Total	882	

Q25. Using a scale of 5 to 1, where 5 means "Very Important" and 1 means "Not at all Important," how important are the following areas of focus for you and the members of your household? (without "not provided")

(N=305)

	Very important	Important	Neutral	Not important	Not at al important
Q25-1. Developing a performing arts center in City	6.3%	16.0%	28.7%	30.0%	19.0%
Q25-2. Developing a sports complex in City	8.6%	24.6%	27.6%	24.9%	14.3%
Q25-3. Economic development	33.8%	43.6%	15.9%	4.7%	2.0%
Q25-4. Expanding City Hall & Police Station	12.8%	26.8%	42.6%	13.1%	4.7%
Q25-5. Hold regularly scheduled Town Hall meetings for residents	14.7%	46.3%	34.0%	2.7%	2.3%
Q25-6. Improve special event (festival) offerings (hiring events coordinator)	17.4%	31.4%	35.1%	10.7%	5.4%
Q25-7. Improving appearance of City through code enforcement	29.6%	45.5%	20.2%	3.7%	1.0%
Q25-8. Infrastructure (street improvements, water, & wastewater infrastructure)	74.5%	21.9%	2.3%	0.7%	0.7%
Q25-9. Solve school pickup/drop-off traffic issue	43.1%	26.9%	23.9%	3.7%	2.4%

Q26. Which TWO of the items listed in Question 25 do you think should receive the most emphasis from City leaders over the next two years?

Q26. Top choice	Number	Percent
Developing a performing arts center in City	6	2.0 %
Developing a sports complex in City	6	2.0 %
Economic development	63	20.7 %
Expanding City Hall & Police Station	10	3.3 %
Hold regularly scheduled Town Hall meetings for residents	18	5.9 %
Improve special event (festival) offerings (hiring events coordinator)	6	2.0 %
Improving appearance of City through code enforcement	22	7.2 %
Infrastructure (street improvements, water, & wastewater infrastructure)	118	38.7 %
Solve school pickup/drop-off traffic issue	42	13.8 %
None chosen	14	4.6 %
Total	305	100.0 %

Q26. Which TWO of the items listed in Question 25 do you think should receive the most emphasis from City leaders over the next two years?

Q26. 2nd choice	Number	Percent
Developing a performing arts center in City	7	2.3 %
Developing a sports complex in City	8	2.6 %
Economic development	36	11.8 %
Expanding City Hall & Police Station	14	4.6 %
Hold regularly scheduled Town Hall meetings for residents	21	6.9 %
Improve special event (festival) offerings (hiring events coordinator)	12	3.9 %
Improving appearance of City through code enforcement	51	16.7 %
Infrastructure (street improvements, water, & wastewater infrastructure)	83	27.2 %
Solve school pickup/drop-off traffic issue	48	15.7 %
None chosen	25	8.2 %
Total	305	100.0 %

SUM OF TOP 2 CHOICES

Q26. Which TWO of the items listed in Question 25 do you think should receive the most emphasis from City leaders over the next two years? (top 2)

Q26. Top choice	Number	Percent
Developing a performing arts center in City	13	4.3 %
Developing a sports complex in City	14	4.6 %
Economic development	99	32.5 %
Expanding City Hall & Police Station	24	7.9 %
Hold regularly scheduled Town Hall meetings for residents	39	12.8 %
Improve special event (festival) offerings (hiring events coordinator)	18	5.9 %
Improving appearance of City through code enforcement	73	23.9 %
Infrastructure (street improvements, water, & wastewater infrastructure)	201	65.9 %
Solve school pickup/drop-off traffic issue	90	29.5 %
None chosen	14	4.6 %
Total	585	

Q27. Approximately how many years have you lived in Robinson?

Q27. How many years have you lived in Robinson	Number	Percent
0-5	73	23.9 %
6-10	46	15.1 %
11-15	34	11.1 %
16-20	26	8.5 %
21-30	40	13.1 %
31+	81	26.6 %
Not provided	5	1.6 %
Total	305	100.0 %

WITHOUT NOT PROVIDED**Q27. Approximately how many years have you lived in Robinson? (without "not provided")**

Q27. How many years have you lived in Robinson	Number	Percent
0-5	73	24.3 %
6-10	46	15.3 %
11-15	34	11.3 %
16-20	26	8.7 %
21-30	40	13.3 %
31+	81	27.0 %
Total	300	100.0 %

Q28. What is your age?

Q28. Your age	Number	Percent
18-34	60	19.7 %
35-44	59	19.3 %
45-54	66	21.6 %
55-64	58	19.0 %
65+	58	19.0 %
Not provided	4	1.3 %
Total	305	100.0 %

WITHOUT NOT PROVIDED**Q28. What is your age? (without "not provided")**

Q28. Your age	Number	Percent
18-34	60	19.9 %
35-44	59	19.6 %
45-54	66	21.9 %
55-64	58	19.3 %
65+	58	19.3 %
Total	301	100.0 %

Q29. What is the highest level of formal education you completed?

<u>Q29. Hhighest level of formal education you completed</u>	<u>Number</u>	<u>Percent</u>
Grade school	5	1.6 %
High school	121	39.7 %
Some college	54	17.7 %
College graduate	80	26.2 %
Graduate work	14	4.6 %
Graduate degree	21	6.9 %
Not provided	10	3.3 %
Total	305	100.0 %

WITHOUT NOT PROVIDED**Q29. What is the highest level of formal education you completed? (without "not provided")**

<u>Q29. Hhighest level of formal education you completed</u>	<u>Number</u>	<u>Percent</u>
Grade school	5	1.7 %
High school	121	41.0 %
Some college	54	18.3 %
College graduate	80	27.1 %
Graduate work	14	4.7 %
Graduate degree	21	7.1 %
Total	295	100.0 %

Q30. Do you work in the City of Robinson?

<u>Q30. Do you work in City of Robinson</u>	<u>Number</u>	<u>Percent</u>
Yes	29	9.5 %
No	270	88.5 %
Not provided	6	2.0 %
Total	305	100.0 %

WITHOUT NOT PROVIDED**Q30. Do you work in the City of Robinson? (without "not provided")**

<u>Q30. Do you work in City of Robinson</u>	<u>Number</u>	<u>Percent</u>
Yes	29	9.7 %
No	270	90.3 %
Total	299	100.0 %

Q31. Do you have children living at home in the following age ranges?

Q31. Do you have children living at home in following age ranges	Number	Percent
Under 6 years	41	13.4 %
6 to 12 years	51	16.7 %
13 to 18 years	49	16.1 %
No children	197	64.6 %
Total	338	

Q32. What is your gender?

Q32. Your gender	Number	Percent
Male	147	48.2 %
Female	155	50.8 %
Not provided	3	1.0 %
Total	305	100.0 %

WITHOUT NOT PROVIDED**Q32. What is your gender? (without "not provided")**

Q32. Your gender	Number	Percent
Male	147	48.7 %
Female	155	51.3 %
Total	302	100.0 %

Q33. Are you of Hispanic, Latino, or other Spanish heritage?

Q33. Are you of Hispanic, Latino, or other Spanish heritage?	Number	Percent
Yes	83	27.2 %
No	215	70.5 %
Not provided	7	2.3 %
Total	305	100.0 %

WITHOUT NOT PROVIDED**Q33. Are you of Hispanic, Latino, or other Spanish heritage? (without "not provided")**

Q33. Are you of Hispanic, Latino, or other Spanish heritage?	Number	Percent
Yes	83	27.9 %
No	215	72.1 %
Total	298	100.0 %

Q34. Which of the following best describes your race/ethnicity?

Q34. Your race/ethnicity	Number	Percent
Asian or Asian Indian	2	0.7 %
Black or African American	9	3.0 %
American Indian or Alaska Native	3	1.0 %
White	254	83.3 %
Other	10	3.3 %
Total	278	

Q34-5. Self-describe your race/ethnicity:

Q34-5. Self-describe your race/ethnicity	Number	Percent
Hispanic	6	60.0 %
Mexican	2	20.0 %
Racially fluid	1	10.0 %
Latina	1	10.0 %
Total	10	100.0 %

Q35. Would you say your total annual household income is...

Q35. Your total annual household income	Number	Percent
Under \$25K	13	4.3 %
\$25K to \$49,999	38	12.5 %
\$50K to \$74,999	34	11.1 %
\$75K to \$99,999	63	20.7 %
\$100K to \$124,999	42	13.8 %
\$125K to \$149,999	31	10.2 %
\$150K to \$199,999	32	10.5 %
\$200K+	22	7.2 %
Not provided	30	9.8 %
Total	305	100.0 %

WITHOUT NOT PROVIDED**Q35. Would you say your total annual household income is... (without "not provided")**

Q35. Your total annual household income	Number	Percent
Under \$25K	13	4.7 %
\$25K to \$49,999	38	13.8 %
\$50K to \$74,999	34	12.4 %
\$75K to \$99,999	63	22.9 %
\$100K to \$124,999	42	15.3 %
\$125K to \$149,999	31	11.3 %
\$150K to \$199,999	32	11.6 %
\$200K+	22	8.0 %
Total	275	100.0 %



Open-Ended Responses

Open-Ended Question Responses

Q36—"If you have any other comments to improve city services, please write them below."

- #1 issue would be to get updates on when things are happening around town i.e.. farmers mkt. Expand recreations for senior i.e.: pickleball, tennis courts
- 1. Willard Drive has people flying down it for absolutely no reason. They come down, but don't stop to see anyone, just tare up the road, the road is awful with holes and dirt. 2. There are never any law enforcement in the Denison to Karnes neighborhoods, speeding is crazy most times. 3. Please train city officials to read/recognize new water meters for leaks sooner than bill release. 4. There is no safe place to ride a bicycle or jog/walk from 340 direction towards Brookshire's. There is not a path and poor lighting.
- A good strong infrastructure is so important. I would like to see a real town square. I feel this would be a vital asset that we now lack.
- A sports complex would be nice, but just supporting the local little league would help.
- Active adults and children enjoy taking walks and cycling (when good weather allows) the streets in Robinson are so unsafe to walk, cycle, jog and cross; for me, this is my highest priority.
- Add side walks and bike lane down hillside. Lots of people like to walk, run and ride bikes down this road because it's a long straight road. However there is also a lot of traffic on this road and turns in the road that make it hard to see people on foot or riding bikes.
- Address the out of control water bill costs, tax increases, and terribly maintained roadways.
- Any interactions we have had with different departments in city hall have been excellent. We have really appreciated how responsive each of the departments have been. We're very happy to have moved to Robinson.
- Be proactive on sewer and water issues. Clean up properties on Hwy 77. Choose wisely what is being built.
- Biggest issue I see plagues all of Texas. We should not be allowing more residences to be built, be it new neighborhoods with single family homes or apartments. The demand on our resources is too great. There is not enough water, infrastructure or school resources to go around. Allowing businesses to grow to increase the tax base there is fine. It puts revenue into the City without the extra burden on our resources. We absolutely do not need any more residential development.
- Bring in a splash pad to Peplow Park. Robinson Chamber has been talking about it recently and think it's a great idea.
- Bring more business.
- Can't filter water because it is too hot.
- City needs to grow a little, clean up a lot, and fix the damn roads! Don't get why you don't hire people that know how to fix roads the right way instead of patching them again after every rain washes out the patches. Very annoying. And figure out how to reduce our sky high water rates.
- city never clean sweeps in city owned areas between homes
- code enforcement!!! junk cars, trash and people living in RV's
- Communication by city employees on development of property. Have made calls and emails regarding an ongoing split of my property since Justin left and gotten nowhere since his departure

- Do something about flooding in all areas.
- Don't spend money to fix something but not actually FIX it. Invest and fix the roads and water supply correctly. Buy once, cry once.
- E Moonlight desperately needs sidewalks and means for pedestrians and children to safely walk and play outdoors.
- enforce codes for residential: rv's, excessive vehicles, sidewalk & street maintenance, needs neater appearance
- Enforce traffic laws...running red light, speeding, not yielding
- "Facades of businesses look rundown, Makes the city unkempt, junk in private properties and street holes kills the property value of the people that work hard to keep their property clean.
- Nothing for teenagers! No skate park, walkways, bike lanes, green belts, cultural centers, skating and such. No wonder there are so many mental issues with our youth. "
- Find more options for mayor and city council seats to offer more viewpoints.
- fix the roads, lower the water rates
- Fix the streets
- Fix the streets
- Fix the streets
- Fix the streets. Fix the gross water. Put in more restaurants and things like Ace hardware.
- Focus on facilities for kids for both athletics and performing arts.
- Focus on improvements of the roads.
- HAVE NO WATER OR SEWER, PAY FOR TRASH. ROADS ARE IMPASSABLE, TRIM MY OWN TREES NOW ALONG MY DITCHES
- HAVE PEOPLE PUT TRASH CANS BACK ON THEIR PROPERTY AFTER TRASH HAS BEEN PICKED UP. AT TIMES YOU CANT DRIVE BECAUSE CANS ARE ON THE STREET, ALSO TOO MANY VEHICLES ARE PARKED ON THE STREET AND YOU HAVE TO BE SO CAREFUL NOT TO HIT ONE
- Hopefully this helps.
- I am very dissatisfied with the new water meter installation. Shortly after it was installed, the water line broke and was leaking 30 gallons an hour. The city said there was nothing they could do.
- I fear a serious accident with children walking the street without sidewalks on a narrow road(I live on West Tate). I am often upset with the backup of traffic before and after school. Many changes possible.
- I have seen improvements in many areas in Robinson over the years, but the overall visual appeal is lacking. We may need a beautification effort. Actually, it doesn't need to be beautiful, just remove the ugly.
- I live in the country and don't need any more of the city of Robinson's encroachments. Also please reopen your artesian water wells instead of feeding and charging us for Waco's upstream puss water that is killing people.
- I love living in Robinson, however, I do think we need sidewalks specially around the school where kids have to walk to and from school. I also think that we need a better traffic system around the school, it gets really congested before and afterschool. I feel bad for the people that live on those streets.

- I think our water bill is outrageous, it's always more than my electric bill, everyone I talk to in other city tell me there cost, an ours is tremendously higher
- I think Robinson has a promising future if we have more business and clean up yards that are neglected by homeowners who just throw their trash in their yards and others.
- I think the city Council is in need for have a more diverse group.
- I would love for the city to come mow the entrance to my neighborhood....Valley View Dr....its awful and enforce residents to mow their yards.
- "I would love to see a bike trail that goes around a large portion of the city. This trail could include bridges over water, picnic table stops, riding through tree areas, and winding through nature. A goal would at least be a 5 to 10 mile trail. I would be willing to help get this off the ground with planning and fundraising.
- Thank you so much for this survey. I appreciate leadership gather this information. "
- Improve cost of water. I've never lived anywhere outside of Robinson where my water bill broke \$100. I pay near \$300 on a regular basis. No leaks and I rarely water the lawn. If I water it's a \$400-\$500 bill. Not worth it for anyone to try and maintain their yard.
- Improve infrastructure to help grow economically to bring jobs and residents to the city.
- Increase code enforcement for junk debris, high grass
- It is time to get the roads repaired, clean up the properties and prepare for growth.
- It would be nice not to be charged a fee when paying the utilities bills on line. Are bills are high enough without adding to it..
- it would be nice to have a road system like China Spring. New curbing, sidewalks, landscaping. Sidewalks on Hwy 77 Newland, Tate and & Old Road. The ability to drive to eat local, shop local, and create comradery with friends & neighbors
- I've reached out to the city of Robinson for multiple things, including when they flooded my home and my neighbors homes with sewage water. They were absolutely terrible to work with and it took me taking this issue to the press to get them to listen to me. Since, they have resolved the issue which I understand was a very intense project. My issues remain when I reached out about incorrect communications on the recycling bin of what's accepted, again, horrible communication and rude staff refusing to make things better. I'm surprised about how terrible this city is ran. I work very closely with city of Waco and I understand we are a smaller city, however, the excuses of ""we are a smaller city"" is not precedent for being rude or dismissive of your tax paying residents. I choose to live here for several reasons and I'm just constantly not surprised about how terrible so many departments are. However, I will say police, animal control have been fantastic. No complaints. I've offered my grant writing skills and professional expertise for free to Robinson to make this city a place people what to live with more placemaking, parks, trails, and they just ignore me. I understand municipalities, I work with it daily. It's the constant excuse of the norm and the old white men need to get out and let some actual innovative thinking people come in to transform this city. Otherwise, we stay stagnant while surrounding cities like Lorena are populating quickly. They have the choice to make a difference in the future but they choose to stay the exact same and that is the detriment to Robinson and its residents."
- Just fix our roads as traffic problems with our tax dollars instead of building schools we don't need. Also make people cut their grass
- Just need more business in area. Need more eating places and maybe something like a Walmart.

- Keep the drain /ditches in the neighborhood clean. Need that water drains , keep them mowed or put cement to keep weeds out.
- Love it here.
- Lower taxes please.
- Make sure that all city employees understand when it comes to minors they must deal with the parents!
- Monitor the speed on 77 Highway.
- More police visibility and traffic enforcement. Better enforcement of code violations.
- More public greenspace would be really nice.
- Move large trash cans in business areas that are close to houses.
- Need a bypass at Rocket Field between Tate and Lyndale to relieve traffic congestion.
- Need an off leash dog park, with separated sections. Need a mailing location.
- Need post office
- Need to recruit more businesses.
- Need to revisit outdated codes being enforced that are no longer relevant. Get rid of the "good old boy" mentality and misogynistic staff.
- no apts/short term rental houses
- Often times there are too many city employees at a job site. Some do not do anything, some left their city vehicles running for extended periods of time.
- Our water is literally poison. It fails EWG standards every year, and by quite a bit. You are feeding your residents poison, and charging them an arm and a leg for it. It is the most expensive water I have ever seen, and I need to heavily filter it and spend even more money to make it drinkable.
- PD officers need to be able to take their own opinions out of their calls. everything is not a joke. Diffuse the situation and do not laugh in the faces, esp. when there is a problem.
- Peplow Park is a crown jewel for the city. The better it looks the better the city looks. Needs more parking
- Please fix the streets
- Please fix these bumpy, pothole streets, not just do patch jobs. These roads are terrible, especially Old Robinson Rd which has high traffic and terrible road problems.
- Please get a road into surrey ridge so don't have to go all the way to moonlight and then back or all the way through Robinson
- Please look at the road on N Willard. The potholes are insane. You can not drive safely since you have to dodge them. There is not clean car due to all the dust
- Please pay close attention to our future water needs.
- Please provide further information as to why the new water meters have increased my bill by 65 dollars, when will the new portal services be available.
- Please put a 3 way stop on Old Robinson and Tate and put in a high quality road on Tate. I live off Tate (past the high school) and it's impossible to turn left onto Old Robinson road. Long lines in the mornings lead to cutting by the junior high to avoid endless waiting. Furthermore, the road quality on Lyndale is terrible as well in front of the police station. For folks like me who have to use those roads daily, with all the traffic on those roads and the poor quality of the road construction and constant potholes, it makes daily driving uncomfortable and tiresome.
- Public is not interested in participating in city activities

- Quit allowing houses along 77 to turn into a business-it looks trashy-they need to look like a business not a house. Find a way to do away with the traffic light on 77 at Hwy. 6. That light was an after thought-there needs to be an entrance ramp onto Hwy 6 after the Old road before 77 to fix this issue-make a bridge if you have to. Find a way to decrease the cost of water-everyone complains about this and we are one of the highest cost water utilities in the state. Fix the roads by the schools. Old Robinson and Tate is terrible and you have all these out of town schools/parents traveling down this road for events-what a great presentation of our city and schools to have to travel down this road.
- quit doing patch work on the streets and fix them permanently . The quality of work is terrible and looks like they did not know what they were doing
- Rain runoff and drainage issues are a huge problem, and the condition of the streets. Unless your name is Echterling. Then your complaints are addressed promptly.
- Reducing the price of water is a big thing for me. I understand the investment, but paying so much more than surrounding communities and having a water bill as high as my electric bill is somewhat unreasonable.
- Roads are awful. Street signs are ignored by drivers.
- roads are terrible and they continually patch over the patches. Robinson gets a F- for repairs.
- Robinson has potential to set itself apart as a walkable community. With a few strategically placed trails, city planners could connect neighborhoods with schools, shopping, and the park. Increased opportunities for active transportation would improve community health and social connection while decreasing traffic congestion especially around schools. Increased development asking 77, especially of fast food businesses, threaten to leave Robinson as unattractive and impersonal as Hewitt. A system of trails connecting places residents need to visit would preserve our community feel.
- Robinson High School does not own Tate Street, others need to use it too.
- Robinson needs to focus on hiring and paying full time firefighters. Our VFD is EXCELLENT but Robinson is growing rapidly and needs this to be a focus. Our city infrastructure is crap complete crap let's hire people with actual knowledge in this area and direct our town straight to top where we belong.
- Royal blue is not an attractive exterior paint color. The old, ugly structures on 77 need to go. The car lot was GREAT start!
- school pick-up lines need attention. roads needs improvement
- Still hoping the City will re-connect the Surrey Ridge neighborhood to Sun Valley with a bridge or other roadway. I'd consider that the best improvement the City could currently offer me and my neighborhood as far as improvement.
- Street lights, clearing out the creeks and wider roads around the school
- Streets and sidewalks
- streets, many need more than occasional patching
- Streets, sidewalks and pride in improving beauty of the city.
- Surrey Ridge residents need direct access from Sun Valley Rd to the Surrey Ridge Village.
- tate street from old robinson to the school,needs widening, sidewalks, and lights. city & school needs to work together in this.
- Thank you for the vision to continue to improve our nice community.

- The citizens cannot have a face to face meeting with some of the managers in certain areas or department when needed.
- The city needs to start thinking about long-term development in regards to providing multi-modal transportation access and connectivity across the city. We should no longer be operating in the era of letting private developers build our city one subdivision at a time. We need a plan for future streets and connectivity that developers adhere to and support in their development. Robinson severely lacks continuous arterial-type connectivity with well established State maintained roadways. We also need to be thinking about bicycle and pedestrian access. It's crazy that our kids that live less than a mile from the school can't walk or bike to any of our schools without walking on a the (in most cases 24' wide) roadway with the cars.
- THE CORNER OF MY LOT BELONGS TO THE CITY OF ROBINSON-THEY EXPECT ME TO GET OUT AND MOW IT MYSELF. THE DITCH IS DEEP AND SLIPPERY/ I CALL THEM TO PUT IN A WORK ORDER AND THEY DONT RESPOND
- The electricity poles are about to fall, they need to be renovated
- The increase of tax revenue from new business is very important, and I believe city leaders are working to increase the tax base. I would hope the rush to expand the tax base will not focus on a proliferation of salons, fast food places, gas stations, etc.
- The mayor of Robinson is wonderful! Hope that he is for reelection! The man that tore my yard up and did NOT replace the top soil or the hedges they killed and replaced at a bad time of year and still haven't heard back from them!
- The quality of road repairs needs to be improved drastically. Having experience in road construction and repair, the quality of repairs within the city is terrible.
- The residential roads are out of control. My road is literally cracking in half. People are dodging pot holes everywhere, regularly driving in the middle of the streets to do so. The roads need immediate attention. They're an embarrassment to the city and a slap in the face to tax payers. Right along with the roads, are the electric poles that appear to be falling over, in residential areas but also straight down 77. Lastly, commercial Robinson consists of storage units, more storage units, and RV storage. Can we please line our main commercial drive with something other than storage? I appreciate this survey.
- The roads are terrible. Roads in school areas should be best in town. We have grass growing in the streets. Quit patching and fix the roads with quality . Robinson is a dump compared to other towns.
- THE SECONDARY ROADS, ESP OLD ROBINSON, TAFT, NEED WORK
- The suburbs where I live don't have sidewalks and the streets have very few lights. These will improve my part of the city and make the streets safer.
- The water smells terrible and taste terrible need to go back to the way it was years ago.
- There are no sidewalks(Street is Durie) between my neighborhood and the nearby schools. Kids have to walk in the street and even on 77. It is unsafe.
- To enforce public and commercial property maintenance (removal of old business signs down highway 77, junk left in people's yards, no parking in yards or on streets) Maintain infrastructure to keep up with growth. Would like to see food service other than fast food open on Sunday for lunch. Need some improvement in the senior citizen facilities.

- Traffic in the mornings, especially over by the high school is crazy and with growth will only get worse. Growth is good but to grow people need affordable housing and great jobs. There has been great improvement-at least in my area- with the streets.
- Train the staff in City Hall to at least be friendly! I am always treated as if I am interrupting their job. If they don't want to help the city residents, they should seek other employment.
- Trim streets for shrubs and trees blocking view of drivers. Junk yards and cars need cleaned up. on Old Robinson Rd- highly used to go to all schools, need redone. Potholes, etc. The city council members need to drive down to his main street and see how horrible it is.
- USE TAXPAYER MONEY TO FIX ROADS, BUILD SIDEWALKS AND IMPROVE COMMUNITY AMENITIES--ALL OF CHAPMAN PAYS 10,000 IN TAXES AND WE HAVE NOTHING TO SHOW FOR IT
- WATER PRICES ARE OUTRAGEOUS; WATER QUALITY FOR DRINKING IS POOR; NEIGHBORHOOD ROADS NEED BETTER MAINTENANCE; RUN DOWN DISUSED COMMERCIAL PROPERTY SHOULD BE TRANSFORMED; THE TRAFFIC LIGHT AT NEWLAND GIVES TOO MUCH PRIORITY TO PEOPLE ON NEWLAND-TRAVELLING DOWN 77, I HAVE TO STOP AT THAT LIGHT 90 PERCENT OF THE TIME
- WATER, INFRASTRUCTURE AND OVERALL CODE ENFORCEMENT IS A BIG PROBLEM. CONNECTION AND FOLLOWING THROUGH BY CITY LEADERS IS ALSO A MESS
- We have a great little city but just need a few tweaks
- We love the city of Robinson and how accessible it is, I do with Peplow park was Better kept with grounds kept under the playground and the playground equipment not broken and a cover over it when it's too hot. That is our main concern since living here.
- We MUST repair our city streets the correct way and not just put a band aid on the issues. It tears up vehicles and is embarrassing when you have visitors to the community. We must fix the traffic flow problems around the schools. People sitting on the side of old road is a death trap waiting to happen. Old road needs to be widened and the traffic flow addressed.
- We need a dog park. Can the police use drones and CCTV ? Might help with expense. I need a text if my water is going to go bad for medical reasons.
- We need a HEB . Brookshires cannot keep up with food.
- We need a post office. Have never seen a city without a post office. What gives?
- We need new stickers on our recycle bins. The ones initially put on cans are no longer legible.
- Work on the roads and water expenses.
- Worst cots streets especially Tate that goes between the high school. Tate has damaged my suspension on my truck 3 times so far. I want to move to a different city that takes care of their roads. Streets are simply pathetic.
- worst roads in the county, esp., Tate along the roads by the high school



Survey Instrument



October, 2023

Dear Robinson Resident:

The Mayor and City Council invites your participation in a survey designed to gather resident input and feedback on City programs and services. The information you provide in this survey will be used to improve existing programs and services and help determine long-range planning and investment decisions.

For your convenience, the enclosed survey includes a postage-paid envelope to ETC Institute, the survey research firm conducting this survey. If you prefer to complete the survey online, please visit **Robinsonsurvey.org**.

ETC Institute is one of the nation's leading local government research firms. It is important to note your individual survey responses will remain confidential. ETC Institute will present the survey results to the City Council after they have been compiled and analyzed. The survey results will also be available on the City website. ETC administers these types of surveys nationwide, providing us the opportunity to compare our results regionally and nationally.

We greatly appreciate you taking time out of your schedule to complete this survey. The time you invest in this survey will help us understand the needs of our community and influence numerous decisions about the future of Robinson.

Please feel free to contact Ryan Murray, Assistant Director of Community Research, at 913-254-4598 or email him at ryan.murray@etcinstitute.com if you have any questions or require additional assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Bert Echterling", written in a cursive style.

Bert Echterling
Mayor

2023 Robinson Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the city's ongoing effort to improve the quality of city services. Please complete your survey and return it in the postage-paid return-reply envelope. If you would prefer to complete this survey online, please go to robinsonsurvey.org.

1. **Overall Quality of City Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the overall quality of the following services provided by the City of Robinson.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. City communication with the public	5	4	3	2	1	9
02. Customer service provided by city employees	5	4	3	2	1	9
03. Enforcement of city codes and ordinances	5	4	3	2	1	9
04. Maintenance of city streets and sidewalks	5	4	3	2	1	9
05. Management of storm water runoff and flood prevention	5	4	3	2	1	9
06. Municipal court services	5	4	3	2	1	9
07. Parks	5	4	3	2	1	9
08. Police services	5	4	3	2	1	9
09. Traffic flow and congestion management in Robinson	5	4	3	2	1	9
10. Trash, recycling, and yard waste collection services	5	4	3	2	1	9
11. Wastewater services	5	4	3	2	1	9
12. Water services	5	4	3	2	1	9

2. **Which THREE of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years?** *[Write in your answers below using the numbers from the list in Question 1.]*

1st: _____ 2nd: _____ 3rd: _____

3. **Perceptions.** Please rate Robinson on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" regarding each of the following.

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
01. Appearance of commercial property in the city	5	4	3	2	1	9
02. Appearance of residential property in the city	5	4	3	2	1	9
03. Availability of affordable housing for low/moderate income families	5	4	3	2	1	9
04. Availability of job opportunities	5	4	3	2	1	9
05. How well the city is managing development activity (i.e., economic, commercial, housing)	5	4	3	2	1	9
06. Overall appearance of the city	5	4	3	2	1	9
07. Overall condition of housing in your neighborhood	5	4	3	2	1	9
08. Overall feeling of safety in the city	5	4	3	2	1	9
09. Overall image of the city	5	4	3	2	1	9
10. Overall quality of life in the city	5	4	3	2	1	9
11. Overall quality of new development	5	4	3	2	1	9
12. Overall quality of services provided by the city	5	4	3	2	1	9
13. Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9

4. **Public Safety.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of local police protection	5	4	3	2	1	9
2.	The visibility of police in neighborhoods	5	4	3	2	1	9
3.	The city's efforts to prevent crime	5	4	3	2	1	9
4.	Enforcement of local traffic laws	5	4	3	2	1	9
5.	How quickly police officers respond to emergencies	5	4	3	2	1	9
6.	The quality of animal control services	5	4	3	2	1	9
7.	The quality of emergency medical services provided by American Medical Response (AMR)	5	4	3	2	1	9
8.	The quality of fire protection provided by Robinson Volunteer Fire Department (RVFD)	5	4	3	2	1	9

5. Which **THREE** of the items listed above do you think should receive the **MOST EMPHASIS** from city leaders over the next two years? *[Write in your answers below using the numbers from the list in Question 4.]*

1st: _____ 2nd: _____ 3rd: _____

6. **Peplow Park.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Quality of facilities to rent	5	4	3	2	1	9
2.	City-sponsored special events	5	4	3	2	1	9
3.	Fees charged for facility rentals	5	4	3	2	1	9
4.	How close neighborhood parks are to your home	5	4	3	2	1	9
5.	Maintenance of the city park (pavilion, gazebo, playground equipment, amphitheater, etc.)	5	4	3	2	1	9
6.	Number of walking trails	5	4	3	2	1	9
7.	Overall appearance of the city park (pavilion, gazebo, playground equipment, amphitheater, etc.)	5	4	3	2	1	9
8.	Quality of art in public places	5	4	3	2	1	9
9.	Quality of playground equipment	5	4	3	2	1	9

7. Which **THREE** of the items listed above do you think should receive the **MOST EMPHASIS** from city leaders over the next two years? *[Write in your answers below using the numbers from the list in Question 6.]*

1st: _____ 2nd: _____ 3rd: _____

8. **Transportation and Connectivity.** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of bicycle infrastructure	5	4	3	2	1	9
2.	Availability of public sidewalks	5	4	3	2	1	9
3.	Availability of public transportation	5	4	3	2	1	9
4.	Ease of access to interstate system	5	4	3	2	1	9
5.	Flow of traffic along commercial streets	5	4	3	2	1	9
6.	Flow of traffic on residential streets	5	4	3	2	1	9

9. Which **TWO** of the items listed above do you think should receive the **MOST EMPHASIS** from city leaders over the next two years? *[Write in your answers below using the numbers from the list in Question 8.]*

1st: _____ 2nd: _____

10. **Transportation Safety.** For each of the following situations, please rate your perception of safety while in or near Robinson on a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," with the following.

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Travel by automobile on city streets	5	4	3	2	1	9
2. Travel by bicycle on streets	5	4	3	2	1	9
3. Travel by bus	5	4	3	2	1	9
4. Travel by foot-walking along streets (on sidewalks)	5	4	3	2	1	9
5. Travel by foot-walking to run errands, go to school, etc.	5	4	3	2	1	9

11. **Maintenance.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Adequacy of street lighting	5	4	3	2	1	9
2. Cleanliness of city streets and other public areas	5	4	3	2	1	9
3. Maintenance of major city streets and traffic signals provided by TxDOT	5	4	3	2	1	9
4. Maintenance of street signs	5	4	3	2	1	9
5. Maintenance of streets in your neighborhood	5	4	3	2	1	9
6. Mowing and trimming along city streets and other public areas	5	4	3	2	1	9
7. Pedestrian accessibility and walkability	5	4	3	2	1	9
8. Appearance/condition of city medians, rights of way, and other public areas	5	4	3	2	1	9

12. Which TWO of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 11.]

1st: ____ 2nd: ____

13. Compared to two years ago, would you say that traffic in Robinson is getting better, getting worse, or staying the same?

____(3) Getting better ____ (2) Staying the same ____ (1) Getting worse ____ (9) Don't know

14. **Code Enforcement.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following items.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Enforcement of living out of campers	5	4	3	2	1	9
2. Enforcement of mowing of weeds and grass on private property	5	4	3	2	1	9
3. Enforcement of parking on private property	5	4	3	2	1	9
4. Enforcement of parking on public roadways	5	4	3	2	1	9
5. Enforcement of sign regulations	5	4	3	2	1	9
6. Enforcement of the clean-up of junk and debris on private property	5	4	3	2	1	9
7. Overall responsiveness of code enforcement staff to your requests	5	4	3	2	1	9

15. Which TWO of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 14.]

1st: ____ 2nd: ____

16. **Water Conservation and Awareness.** Do you know your household's days for voluntary watering restrictions?

____ (1) Yes [Answer Q16a.] ____ (2) No [Go to Q17.]

- 16a. Which of the following best describes how often you follow the suggested watering schedule for your household?

____ (4) Always ____ (3) Usually ____ (2) Sometimes ____ (1) Never ____ (9) Don't know

17. **Communication.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of the city's website	5	4	3	2	1	9
02. Quality of the city's social media (e.g., Twitter, Facebook, Nextdoor)	5	4	3	2	1	9
03. Quality of the city's newsletter	5	4	3	2	1	9
04. How responsive the city is to requests made on the SeeClickFix Mobile App	5	4	3	2	1	9
05. Availability of information on city services and programs	5	4	3	2	1	9
06. Level of public involvement in local decision-making	5	4	3	2	1	9
07. Transparency of city government	5	4	3	2	1	9
08. Keeping citizens informed about city business	5	4	3	2	1	9
09. Planning for future needs of residents	5	4	3	2	1	9
10. Having employees that respond to citizen needs	5	4	3	2	1	9
11. Providing an adequate forum for public input	5	4	3	2	1	9

18. **From which of the following sources do you currently get information about the City of Robinson?**
[Check all that apply.]

☐ (1) Attending or listening to meetings ☐ (5) Nextdoor
☐ (2) City emails (e-newsletter delivered electronically) ☐ (6) Social media (Twitter, Facebook, Instagram)
☐ (3) City Newsletter - printed ☐ (7) Town Hall Meetings or Community Forums
☐ (4) City website (RobinsonTexas.org) ☐ (8) Word of mouth

19. **Customer Service.** Have you called or visited the City with a question, problem, or complaint during the past year?

☐ (1) Yes [Answer Q19a-b.] ☐ (2) No [Skip to Q20.]

- 19a. **How did you most recently contact the City?**

☐ (1) Phone ☐ (4) Social media ☐ (7) Elected official
☐ (2) Email ☐ (5) Website ☐ (8) Other: _____
☐ (3) Text message ☐ (6) In person

- 19b. **How satisfied are you with your most recent interaction with the City of Robinson?**

☐ (5) Very Satisfied ☐ (4) Satisfied ☐ (3) Neutral ☐ (2) Dissatisfied ☐ (1) Very Dissatisfied

20. **Water/Wastewater Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Quality of drainage infrastructure	5	4	3	2	1	9
2. Quality of the City's drinking water	5	4	3	2	1	9
3. Reliability of the City's drinking water	5	4	3	2	1	9
4. Wastewater (sewer) services	5	4	3	2	1	9
5. Wastewater information on the City's website	5	4	3	2	1	9
6. Water-related information on the City's website	5	4	3	2	1	9

21. **Garbage and Recycling Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with each of the following.

How satisfied are you with...		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Bulky item pick up/removal services (e.g., old furniture, appliances)	5	4	3	2	1	9
2.	Curbside recycling services	5	4	3	2	1	9
3.	At Your Door Special Collection® (Household hazardous waste collections)	5	4	3	2	1	9
4.	Residential curbside trash (garbage) collection services	5	4	3	2	1	9
5.	Once a month Bulk/Brush Drop Off Day	5	4	3	2	1	9
6.	Yard waste collection services	5	4	3	2	1	9

22. **Which TWO of the items listed above do you think should receive the MOST EMPHASIS from city leaders over the next two years?** [Write in your answers below using the numbers from the list in Question 21.]

1st: _____ 2nd: _____

23. **Land Use.** When you think about the number and variety of places to live, work and shop in Robinson, would you like to see more, about the same, or fewer of the following types of places in Robinson?

		More	About the Same	Fewer	Don't Know
01.	Accessory dwelling units (e.g., granny flats, garage apartments, tiny houses)	3	2	1	9
02.	Arts and/or cultural facilities (e.g., theaters, museums, galleries)	3	2	1	9
03.	Bars	3	2	1	9
04.	Daycare or school	3	2	1	9
05.	Drive-throughs	3	2	1	9
06.	Fitness-related such as a gym, yoga studio	3	2	1	9
07.	Food trucks	3	2	1	9
08.	Grocery store, pharmacy, and other shops for necessities	3	2	1	9
09.	High-density mixed-use	3	2	1	9
10.	Liquor stores	3	2	1	9
11.	Local entertainment establishments (e.g., movie theater, arcade)	3	2	1	9
12.	Medical/dental offices	3	2	1	9
13.	Microbreweries/Distilleries	3	2	1	9
14.	Offices/business parks for large employers	3	2	1	9
15.	Personal services (e.g., hair salons, nail salons)	3	2	1	9
16.	Professional services (e.g., attorneys, financial advisors)	3	2	1	9
17.	Public park, plaza or open space	3	2	1	9
18.	Regional entertainment establishments	3	2	1	9
19.	Restaurant, coffee shop, bakery, etc.	3	2	1	9
20.	Senior housing (including independent living, assisted living, and long term care facilities)	3	2	1	9
21.	Single-family detached houses	3	2	1	9
22.	Specialty/Boutique/Independent retail	3	2	1	9
23.	Sports facilities (e.g., training facilities, recreational sports venues)	3	2	1	9
24.	Townhouses	3	2	1	9
25.	Traditional apartments	3	2	1	9
26.	Urban-style mid-rise apartments (e.g., building with lobby, lofts)	3	2	1	9
27.	Other: _____	3	2	1	9

- 24. Listed below are potential issues that the City of Robinson may face in the next FIVE years. Which THREE of the items below do you believe will be the biggest issues Robinson will face in the next FIVE years? [Write your answers for your top 3 choices using the numbers from the list below. For example, if "Traffic" is your 1st Choice, enter "1" in the space next to "1st Choice" below.]**

- | | |
|---|---|
| 1. Traffic | 5. High taxes/property taxes/finances |
| 2. Controlling rapid growth | 6. Public transportation |
| 3. School related issues (e.g., overcrowding, lack of schools, system improvements, traffic flow) | 7. Crime (e.g., inadequate police, gangs) |
| 4. Road repair/maintenance/expansion | 8. Traffic and traffic congestion in the city |

1st Choice: _____ 2nd Choice: _____ 3rd Choice: _____

- 25. Using a scale of 5 to 1, where 5 means "Very Important" and 1 means "Not at all Important" how important are the following areas of focus for you and the members of your household?**

How important to your household is...	Very Important	Important	Neutral	Not Important	Not at all Important
1. Developing a performing arts center in the city	5	4	3	2	1
2. Developing a sports complex in the city	5	4	3	2	1
3. Economic development	5	4	3	2	1
4. Expanding City Hall and the Police Station	5	4	3	2	1
5. Hold regularly scheduled town hall meetings for residents	5	4	3	2	1
6. Improve special event (festival) offerings (hiring events coordinator)	5	4	3	2	1
7. Improving the appearance of the city through code enforcement	5	4	3	2	1
8. Infrastructure (street improvements, water, and wastewater infrastructure)	5	4	3	2	1
9. Solve the school pickup/drop-off traffic issue	5	4	3	2	1

- 26. Which TWO of the items listed above do you think should receive the most emphasis from city leaders over the next two years? [Write in your answers below using the numbers from the list in Question 25.]**

1st: _____ 2nd: _____

Demographics

- 27. Approximately how many years have you lived in Robinson? _____ years**
- 28. What is your age? _____ years**
- 29. What is the highest level of formal education you completed?**
- | | | |
|----------------------|--------------------------|-------------------------|
| ____(1) Grade school | ____(3) Some college | ____(5) Graduate work |
| ____(2) High school | ____(4) College graduate | ____(6) Graduate degree |
- 30. Do you work in the City of Robinson? ____ (1) Yes ____ (2) No**
- 31. Do you have children living at home in the following age ranges? [Check all that apply.]**
- | | | | |
|-----------------------|-----------------------|------------------------|---------------------|
| ____(1) Under 6 years | ____(2) 6 to 12 years | ____(3) 13 to 18 years | ____(4) No children |
|-----------------------|-----------------------|------------------------|---------------------|
- 32. What is your gender?**
- | | | |
|--------------|----------------|--|
| ____(1) Male | ____(2) Female | ____(3) Prefer to self-describe: _____ |
|--------------|----------------|--|
- 33. Are you of Hispanic, Latino, or other Spanish heritage? ____ (1) Yes ____ (2) No**

34. Which of the following best describes your race/ethnicity? [Check all that apply.]☐ (01) Asian or Asian Indian☐ (04) White☐ (02) Black or African American☐ (05) Native Hawaiian or other Pacific Islander☐ (03) American Indian or Alaska Native☐ (99) Other: _____**35. Would you say your total annual household income is...**☐ (1) Under \$25,000☐ (4) \$75,000 to \$99,999☐ (7) \$150,000 to \$199,999☐ (2) \$25,000 to \$49,999☐ (5) \$100,000 to \$124,999☐ (8) \$200,000 or more☐ (3) \$50,000 to \$74,999☐ (6) \$125,000 to \$149,999**36. If you have any other comments to improve city services, please write them below.**

37. Would you be willing to participate in future surveys sponsored by the City of Robinson?☐ (1) Yes [Please answer Q37a.] ☐ (2) No**37a. Please provide your contact information.**

Mobile Phone Number: _____

Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank you.